

FIG. 1

	<u>Routine Name</u>	<u>Page #</u>
(1)	Return On Web	2
(2)	Return/Exchange1 Process	3
(3)	Exchange Process 2	4
(4)	Exchange Process 3	5
(5)	Instore Purchase	6
(6)	Web Purchase Routine	7
(7)	Same Day Pickup	8
(8)	Drop Shipment	9
(9)	Guest Shipment	10
(10)	License Plate Transfer	11
(11)	AA E-tailer's Hotline	12
(12)	AB Instore Purchase Subroutine	13
(13)	AC Tendering Subroutine	14
(14)	AD Payment Direction	15
(15)	AE Store Subroutine	16
(16)	AF Check Tender	17
(17)	AG Cash Tender	18
(18)	AH Credit Tender	19
(19)	AI Shipping Subroutine	20
(20)	AK Bay Audit Routine	21
(21)	AL Pending Purchase	22
(22)	AM Receive Shipment Routine	23
(23)	AN Batch Picking Process	24
(24)	AO Disposition Subroutine	25
(25)	AP Billing Subroutine	26
(26)	D1 Manufacturer Disposition Sub	27
(27)	D2 E-tailer Disposition Sub	28
(28)	D3 Liquidation Disposition Sub	29
(29)	D4 Hold for Reshipment Sub	30
(30)	Main Screen	31
(31)	RF Application Menu	32
(32)	Web Purchase Form	33
(33)	AKN Form	34
(34)	Label Format	35
(35)	Receipt Format	36
(36)	Return Checklist (Web)	37
(37)	Store Number & License Plate	38
(38)	Data Points	39

FIG. 2

FIG. 3

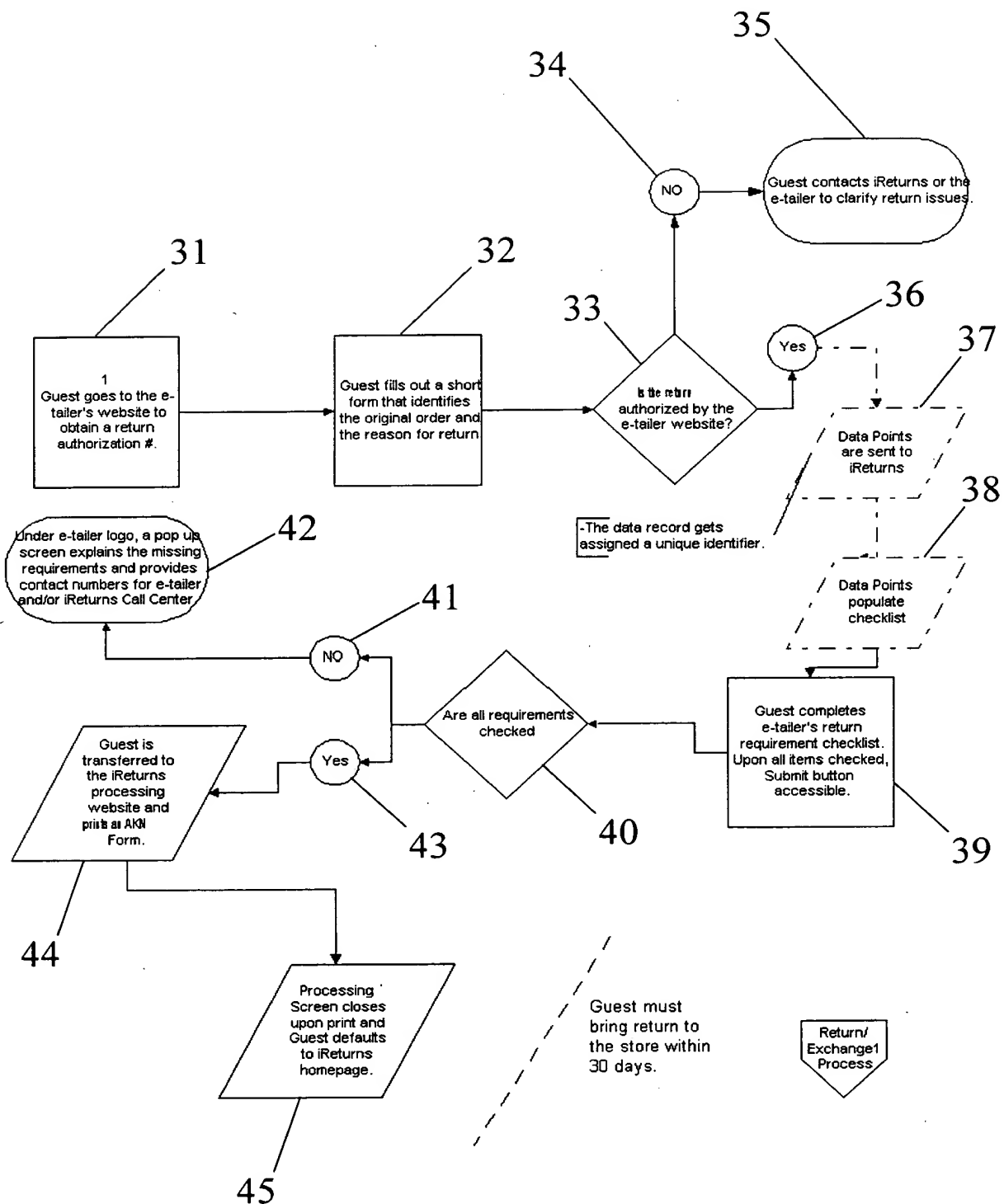
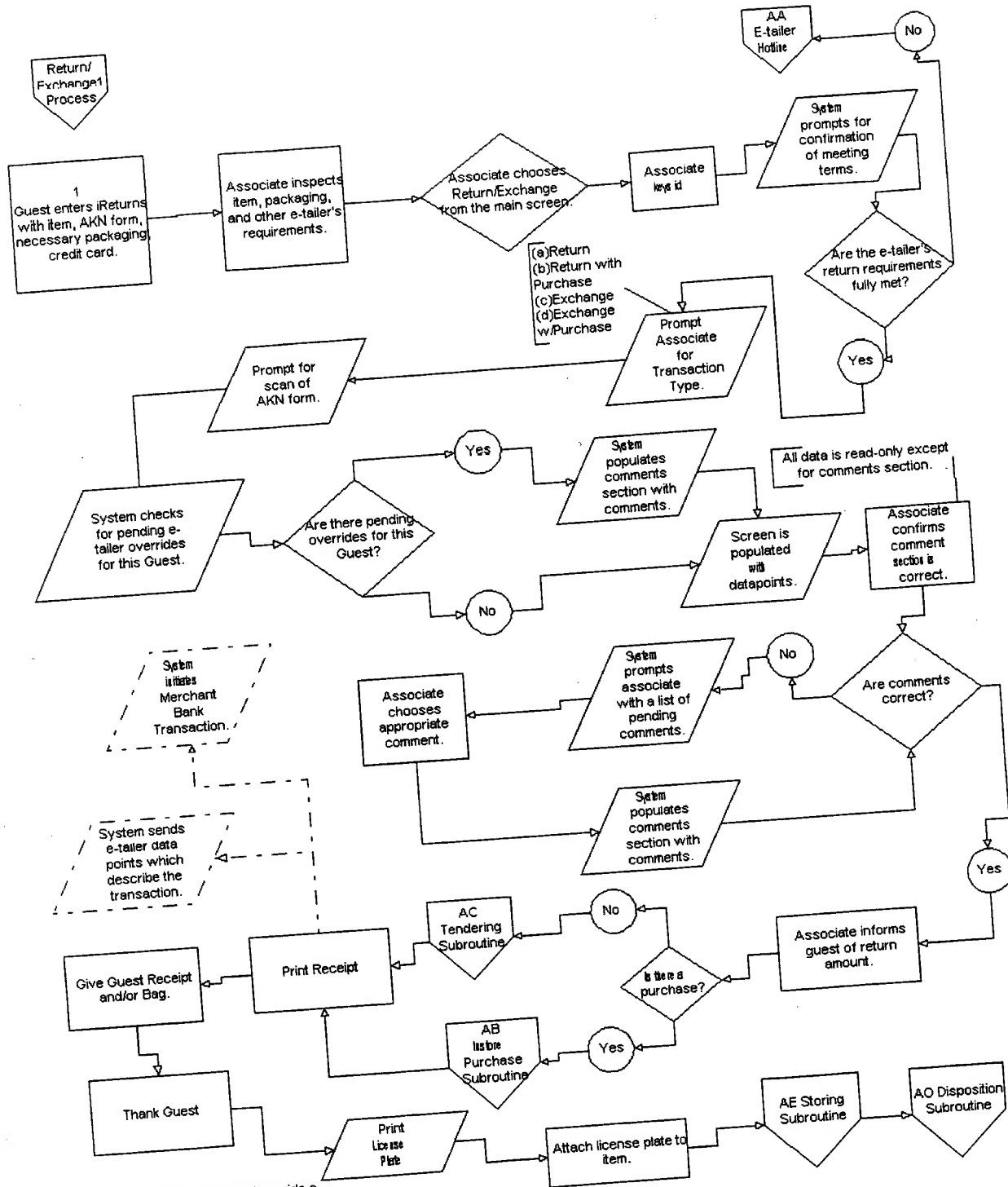


FIG. 3



\*Need the ability to terminate/override a transaction partially or completely at any time.

FIG. 4

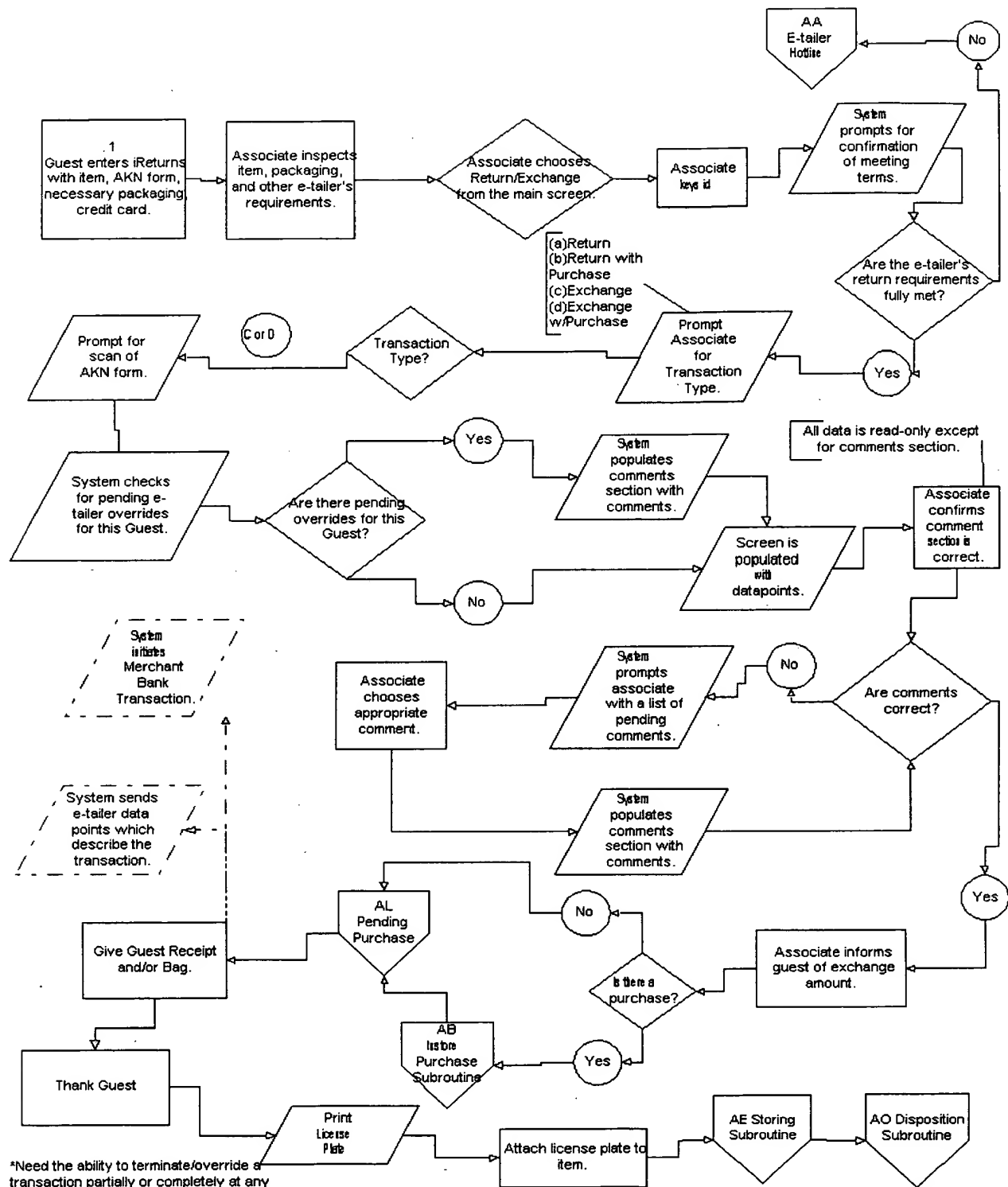


FIG. 5

Notes:

- (1) Requires e-tailer to hold product when exchange is entered by guest.
- (2) Product is released when iReturns sends e-tailer the data points.
- (3) The guest can get a new confirmation # and shipping details by returning to the e-tailer's website with their guest id or order id.

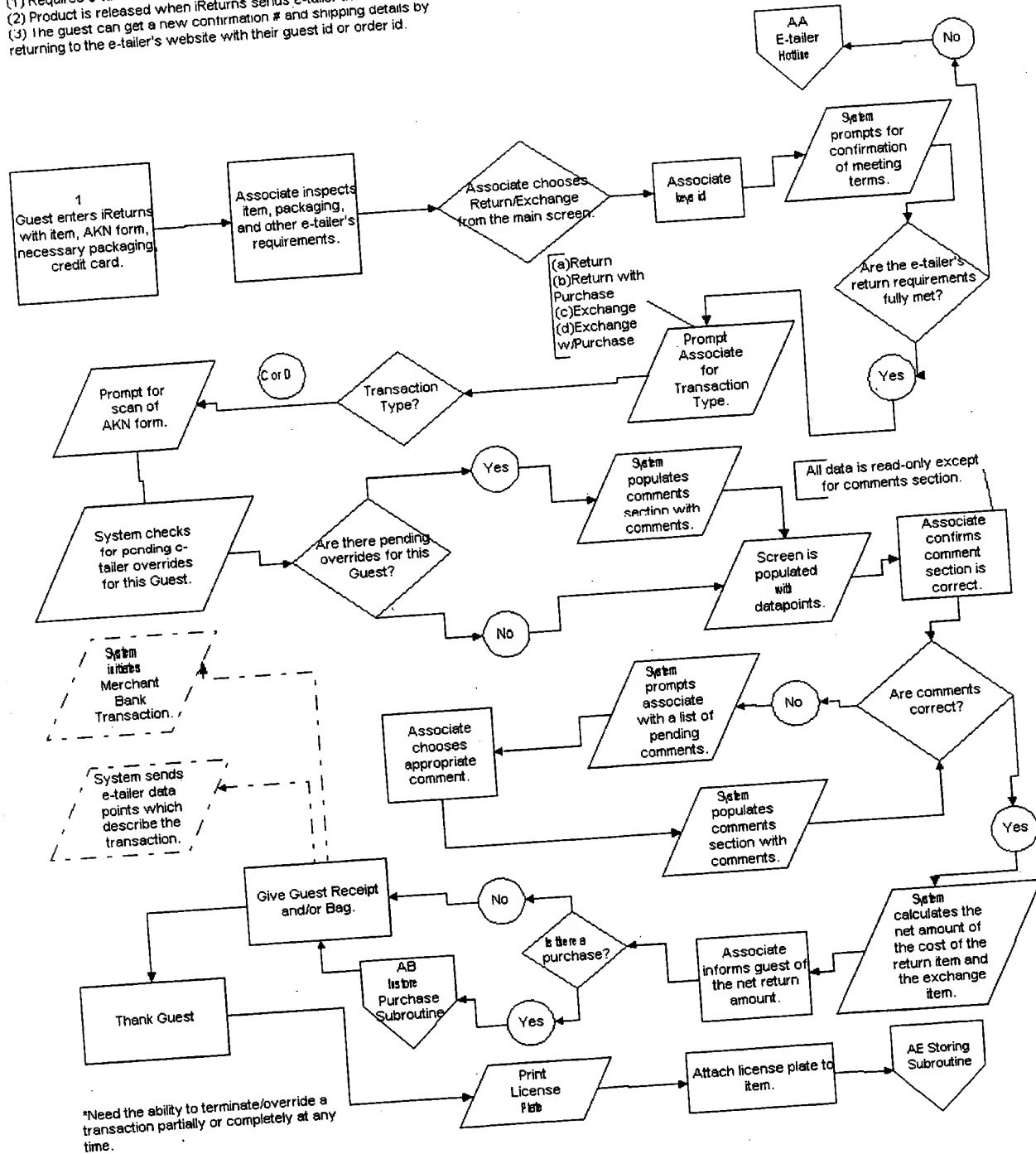
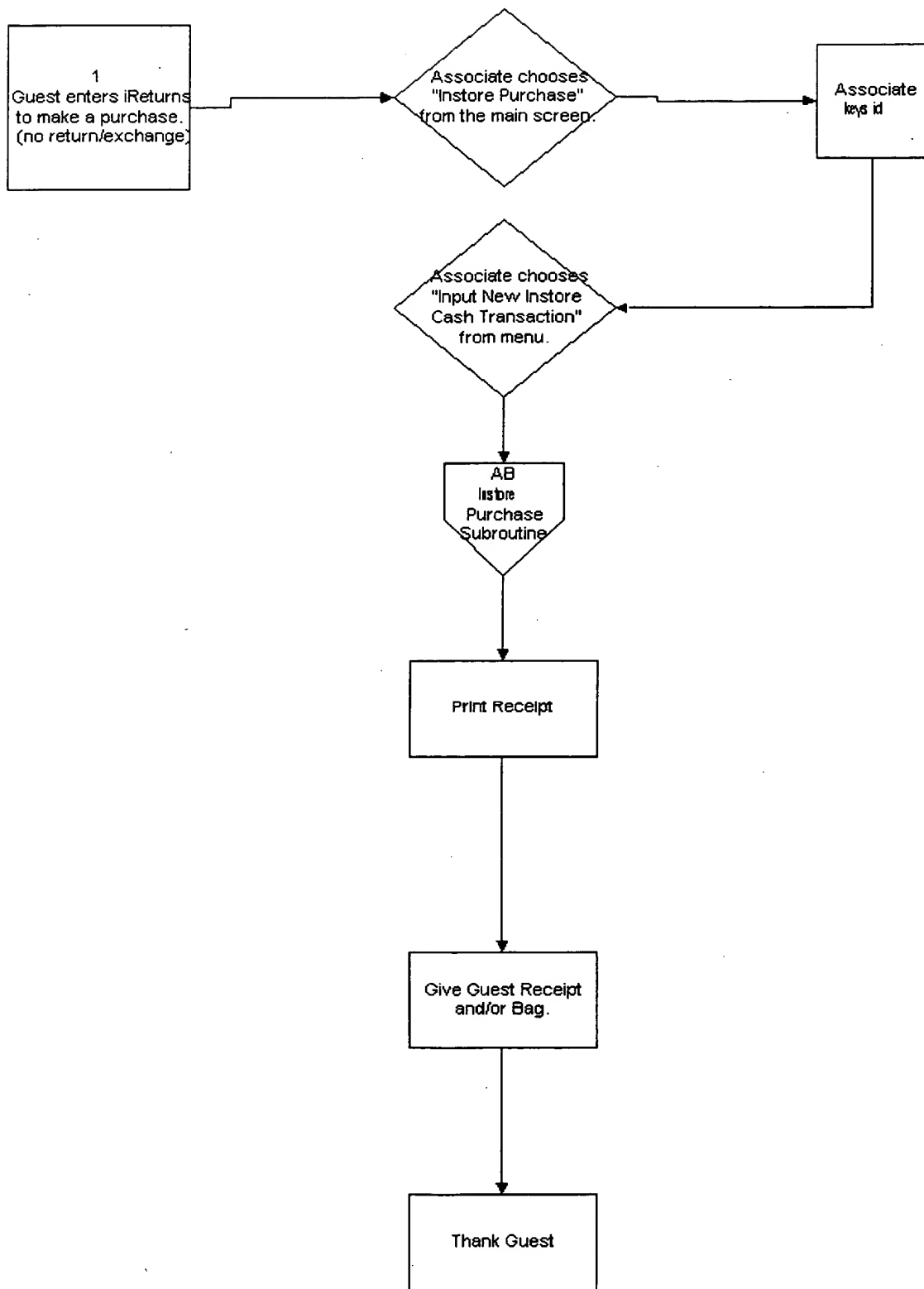
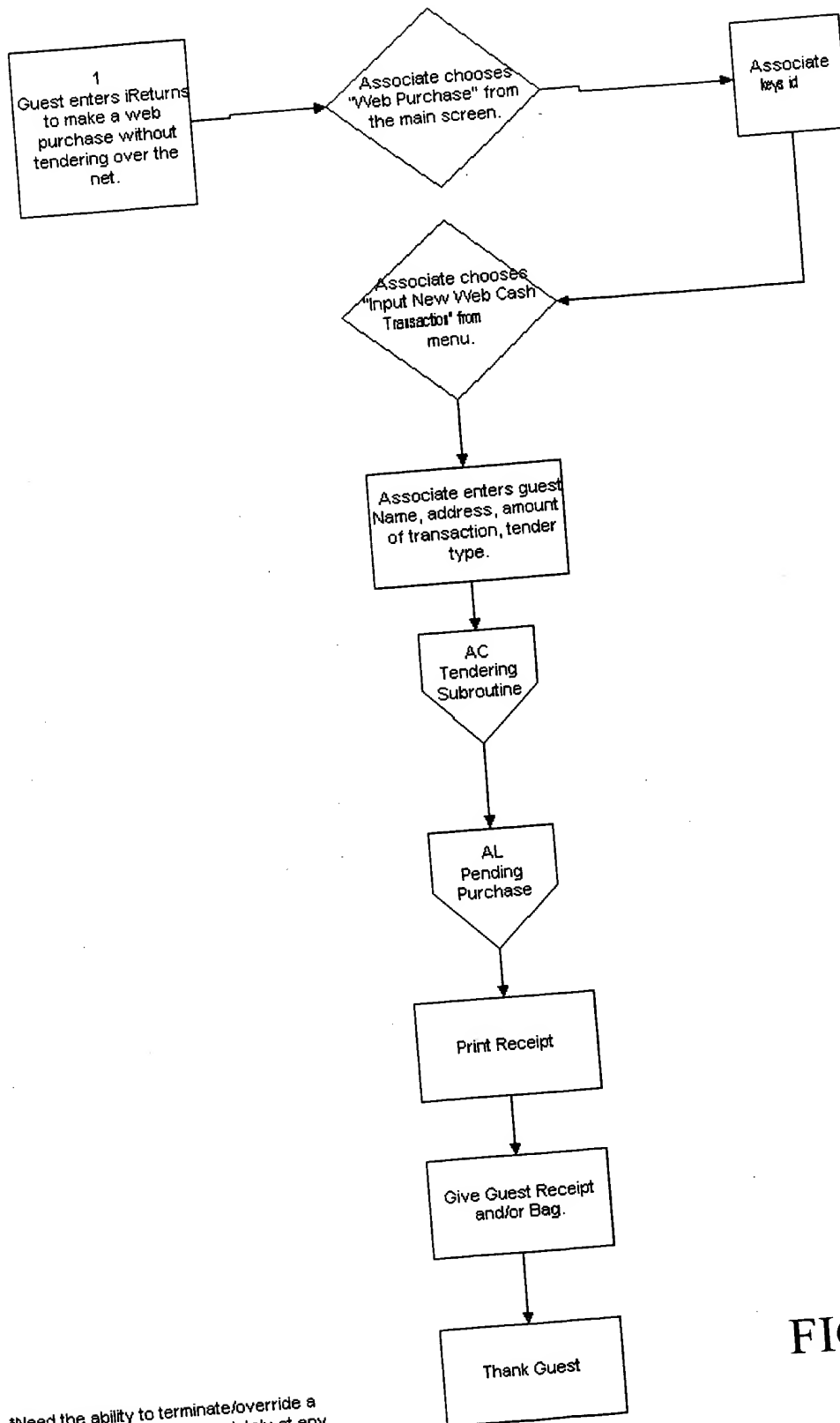


FIG. 6



\*Need the ability to terminate/override a transaction partially or completely at any time.

FIG. 7



\*Need the ability to terminate/override a transaction partially or completely at any time.

FIG. 8



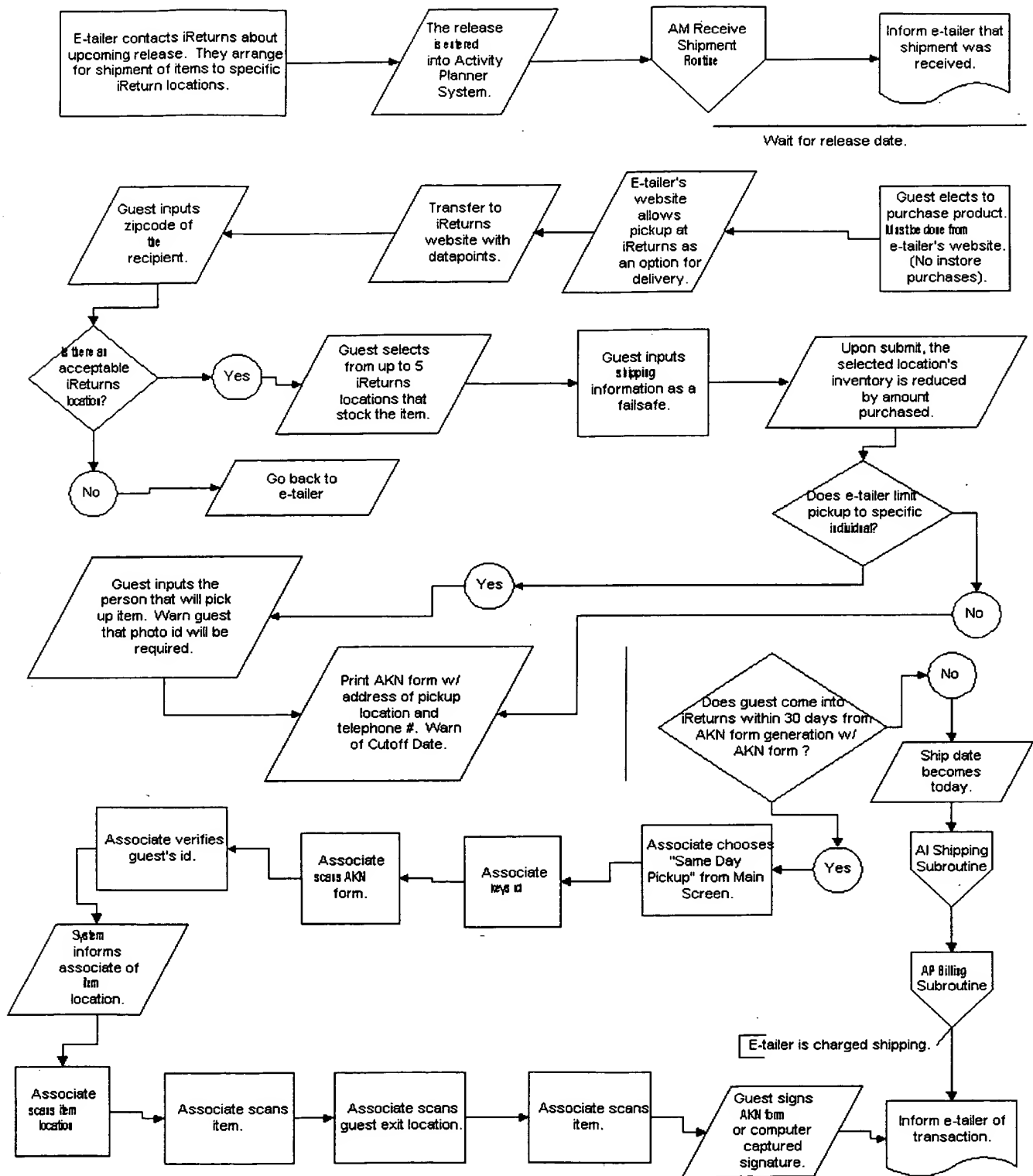


FIG. 9

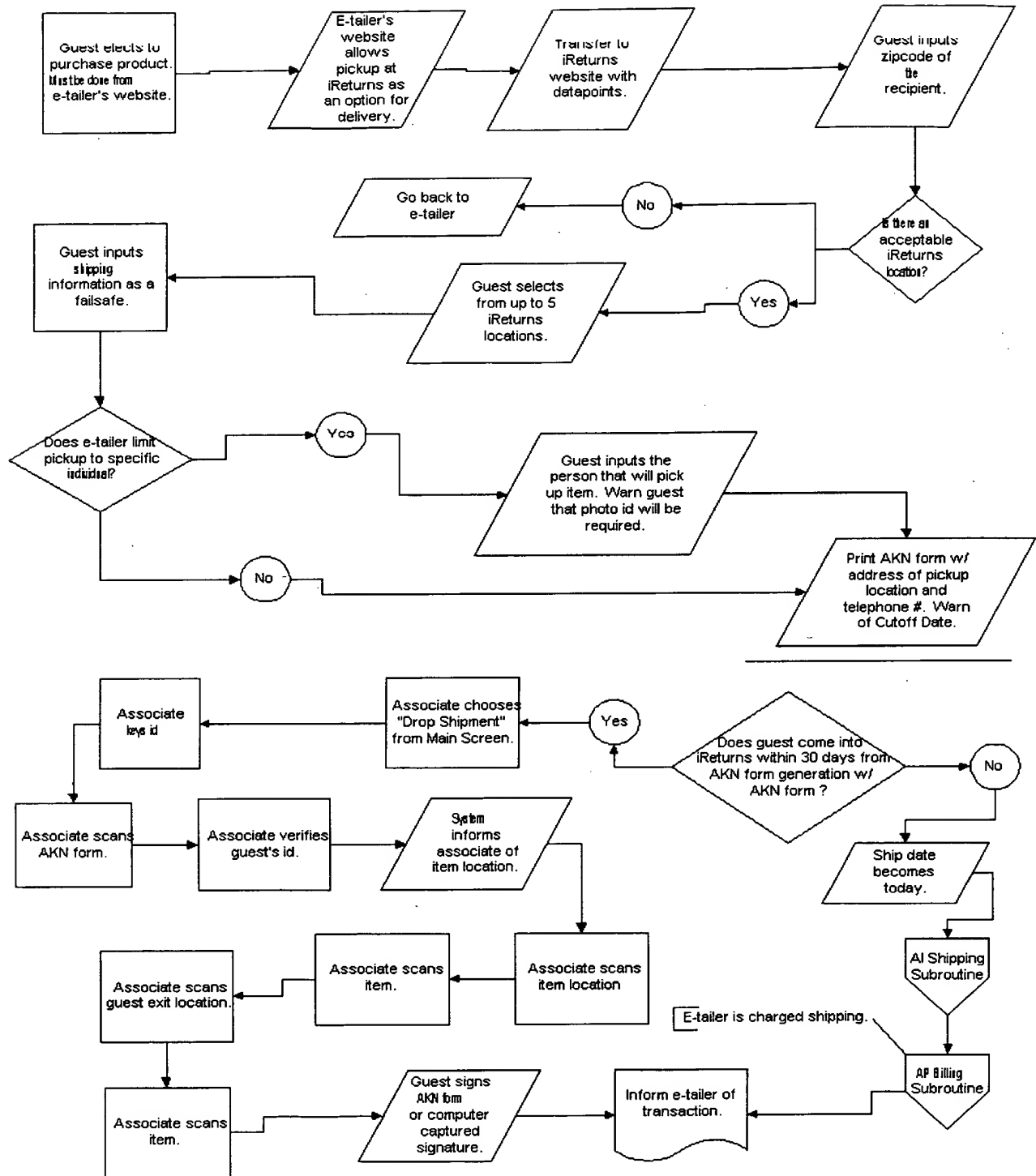


FIG. 10

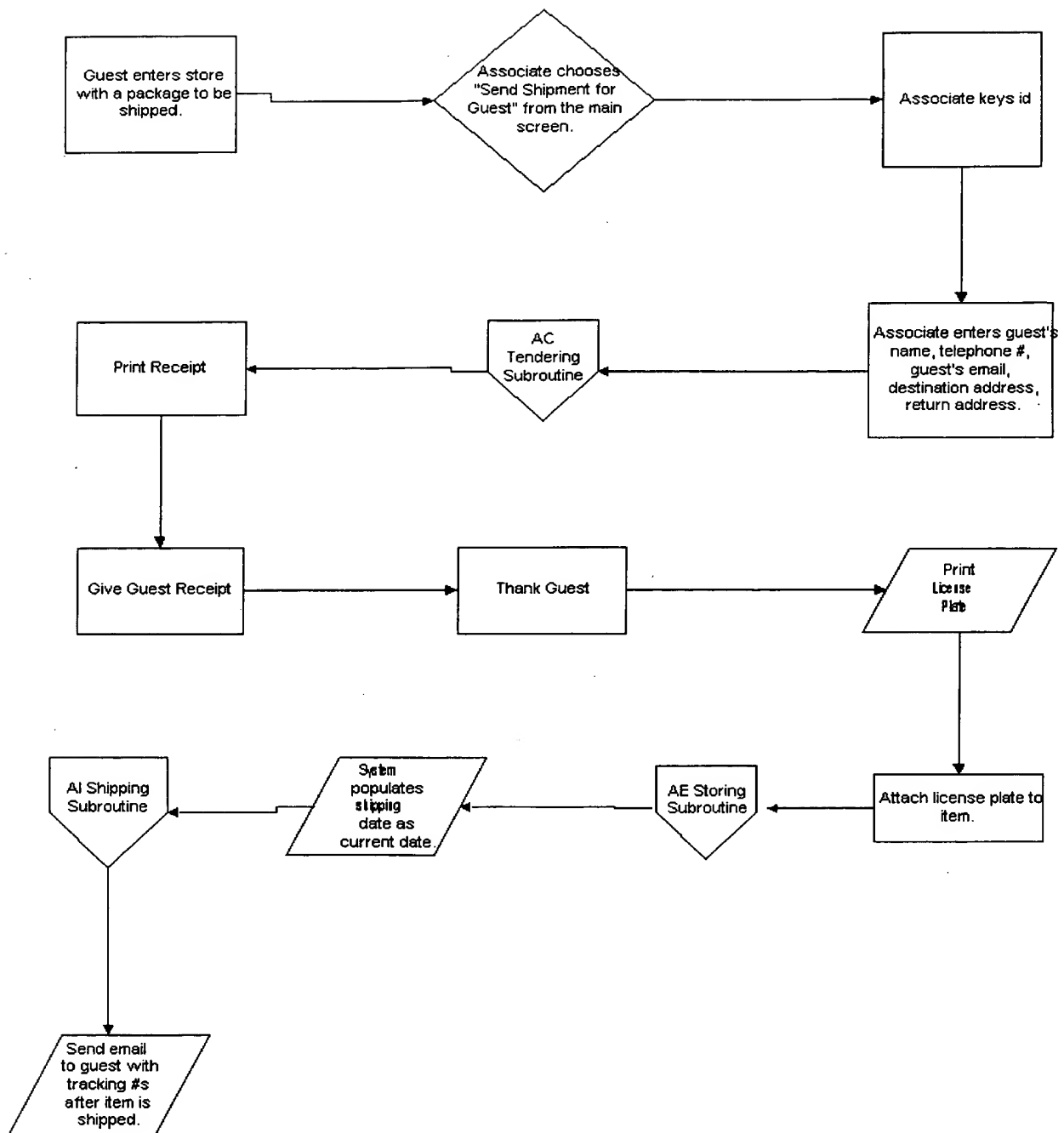


FIG. 11

FIG. 12

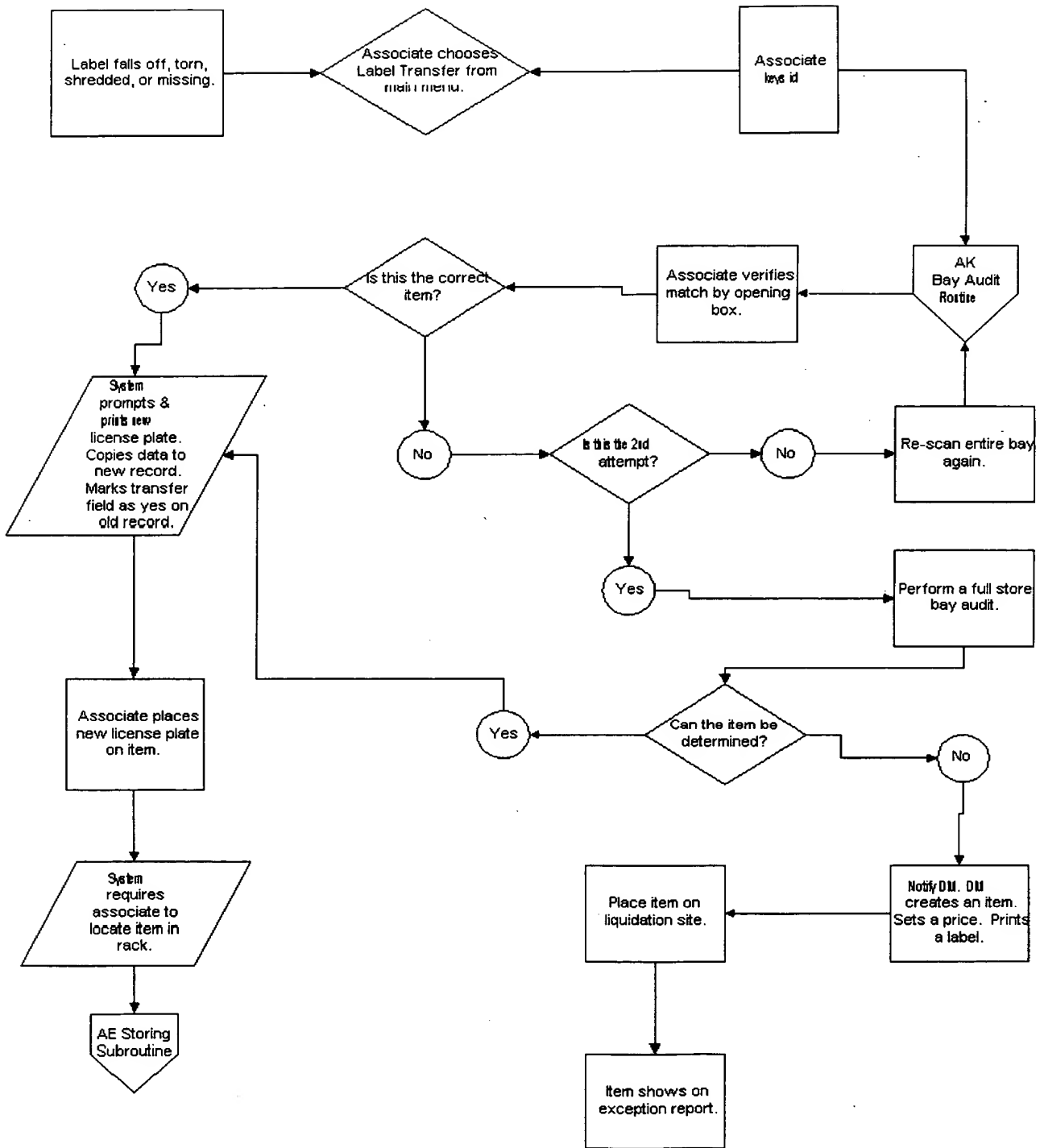


FIG. 12

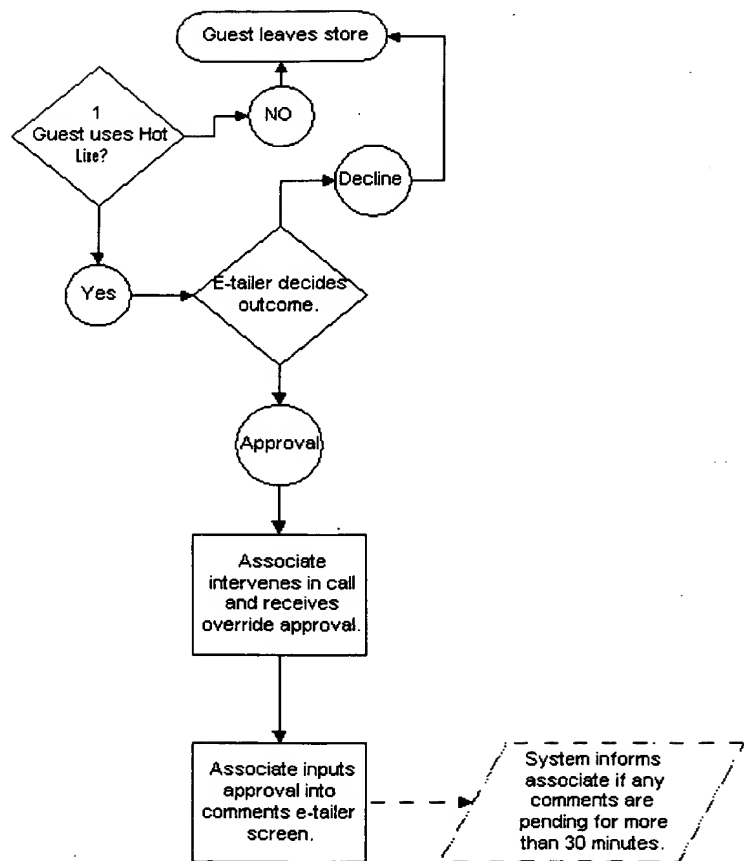


FIG. 13

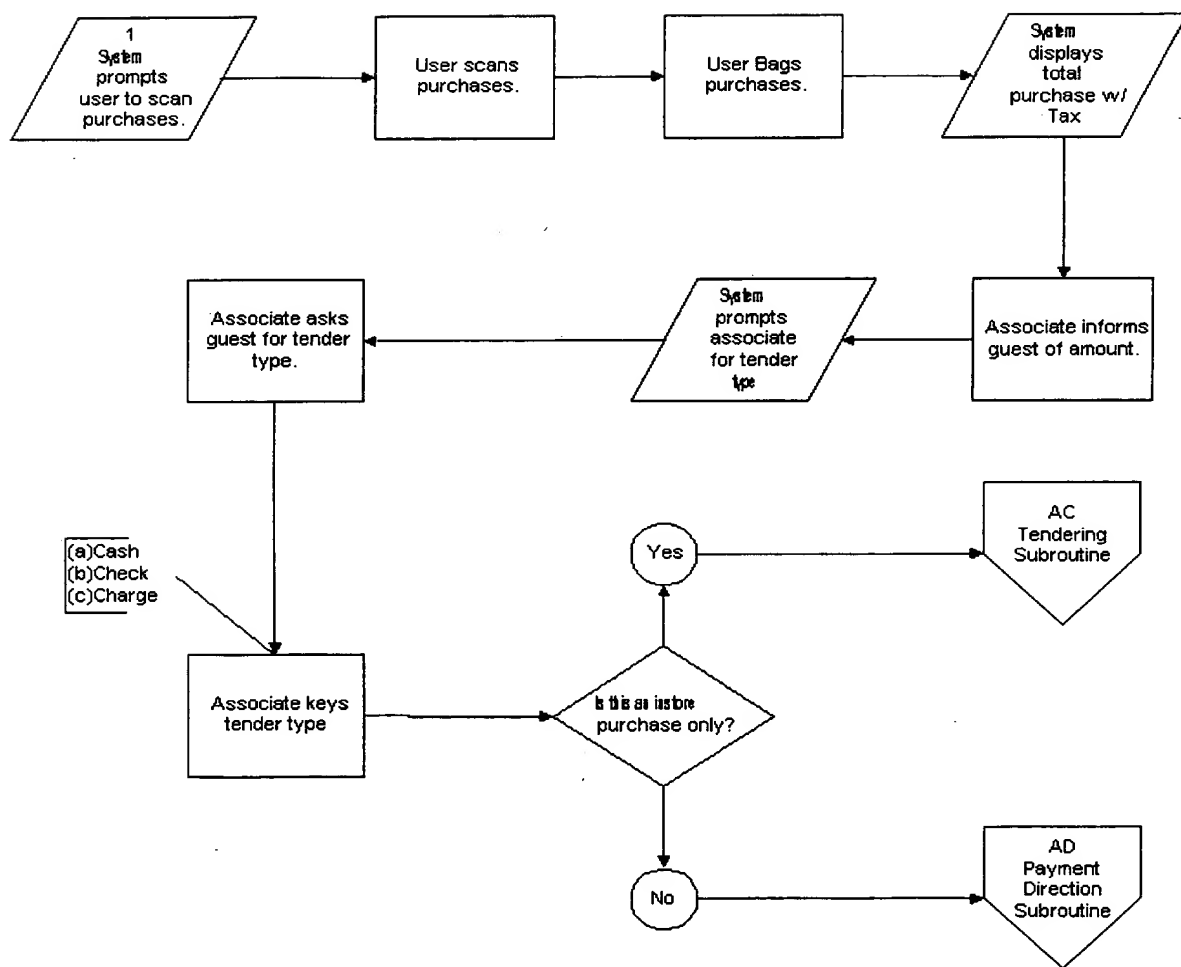
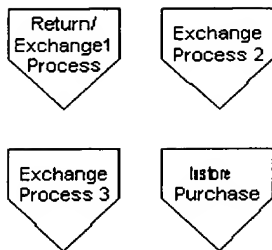


FIG. 14

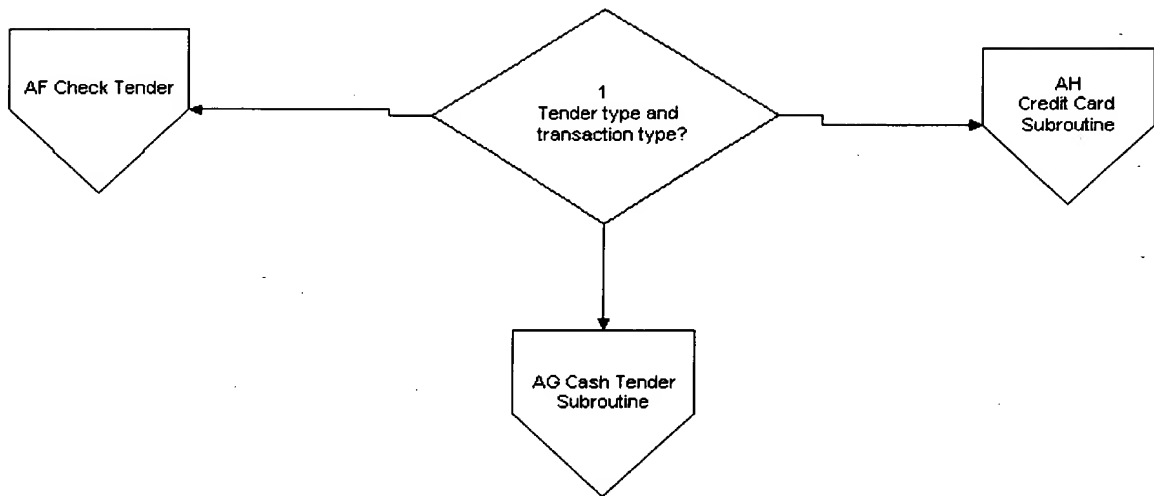
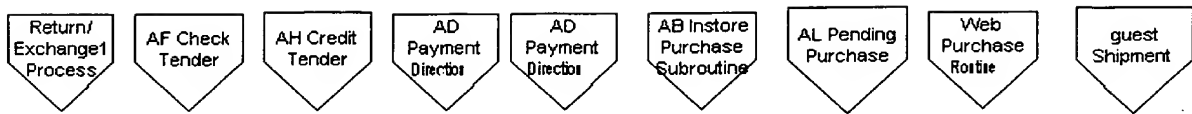


FIG. 15

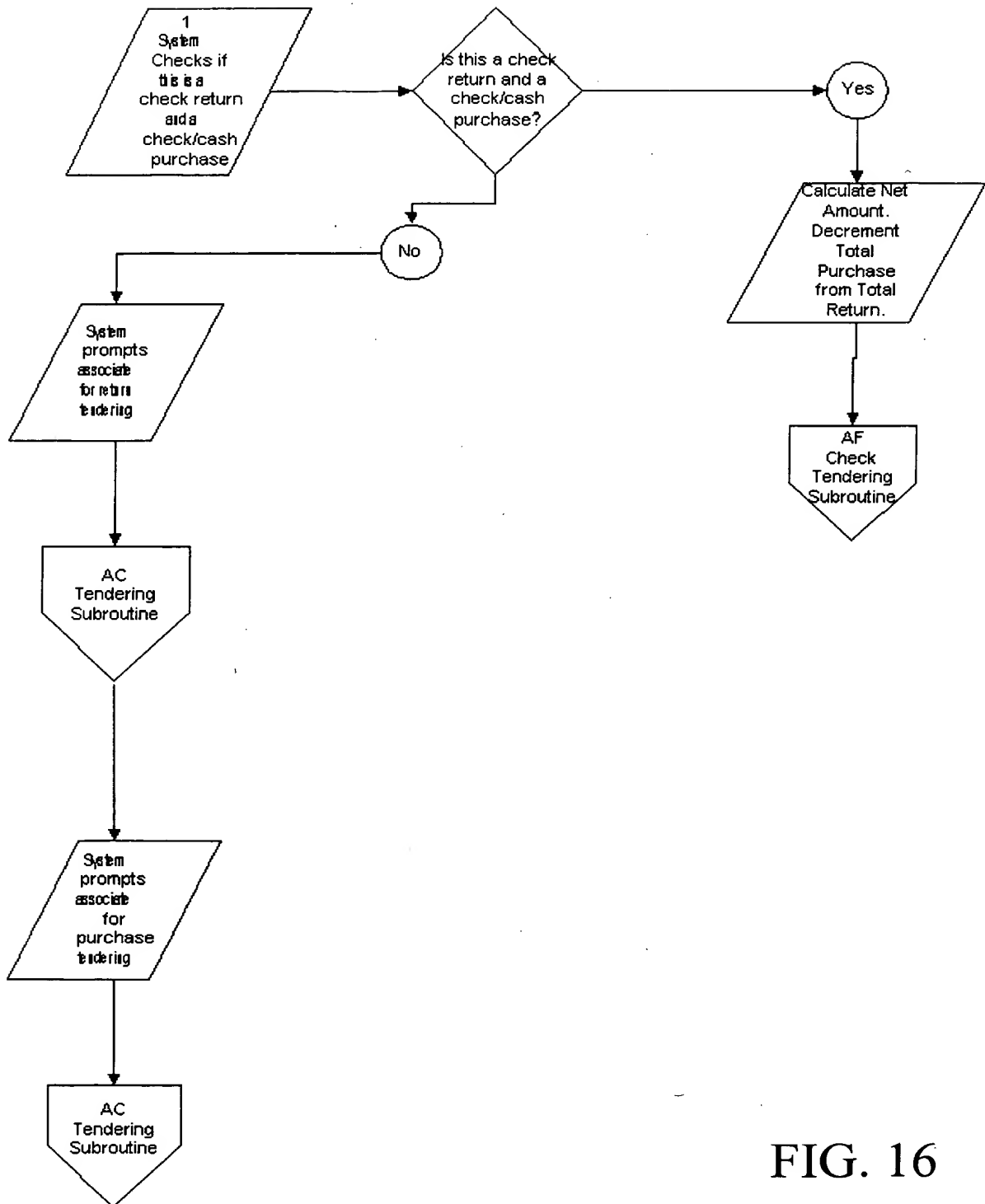
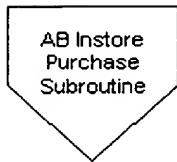
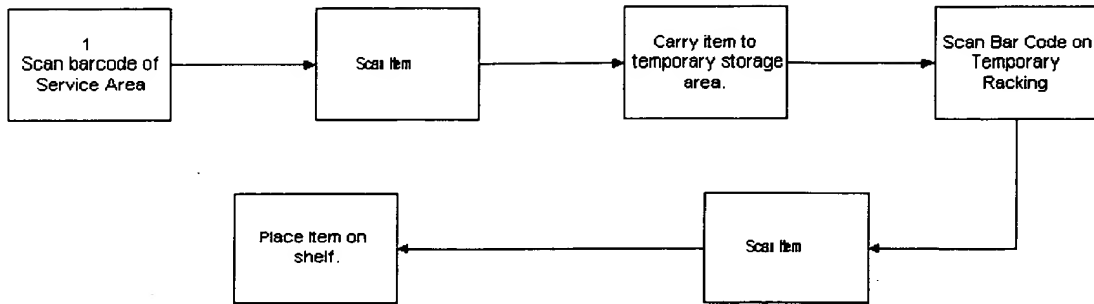


FIG. 16





**All stores must empty the temporary storage area at the end of each day.**

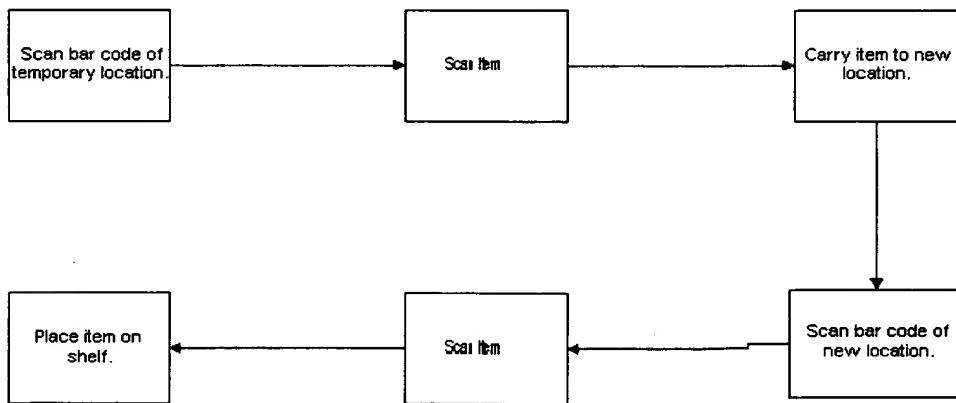


FIG. 17

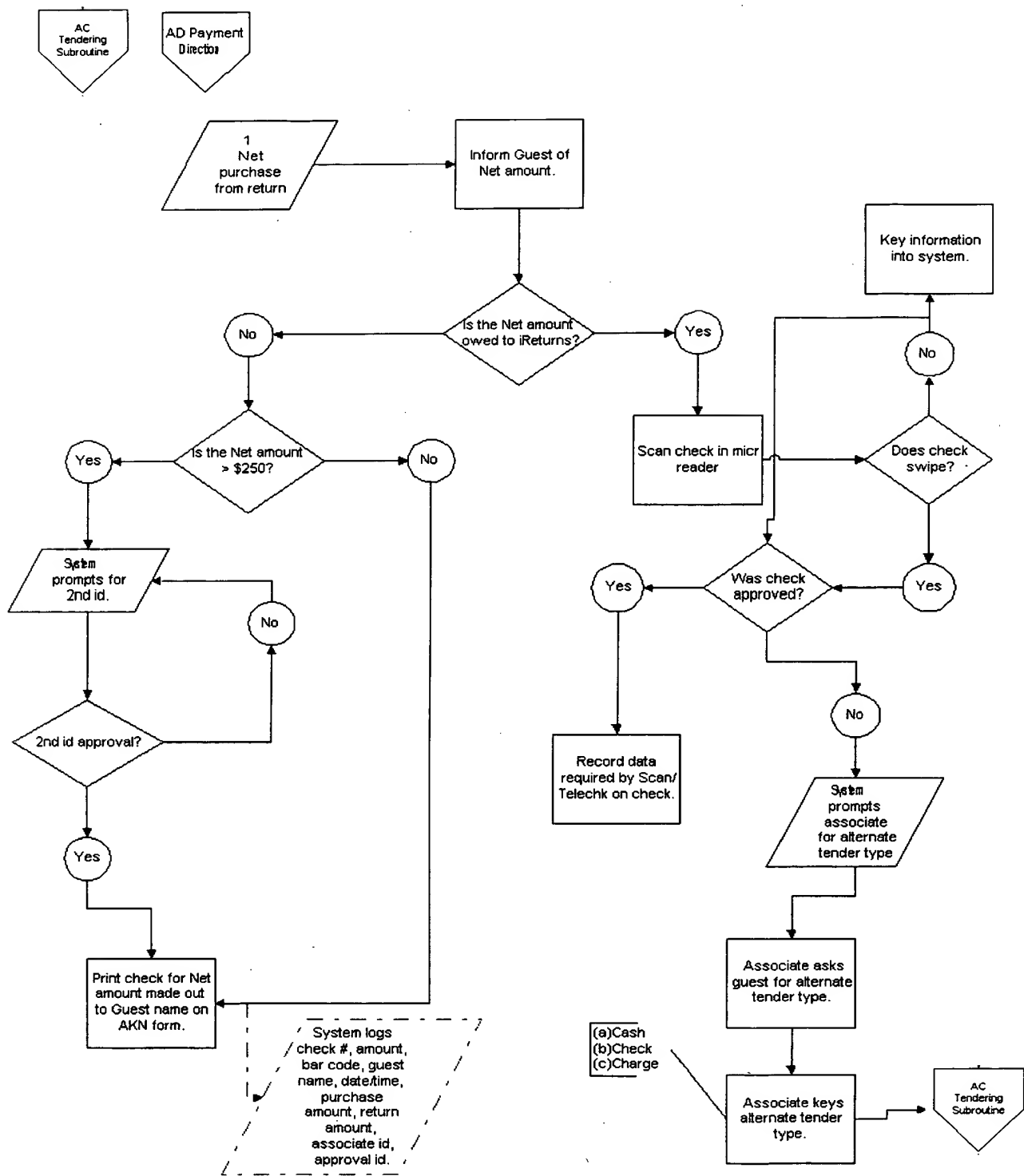


FIG. 18

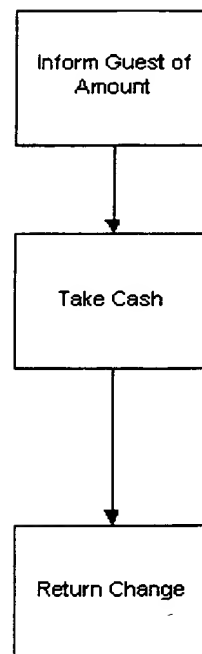


FIG. 19

AC  
Tendering  
subroutine

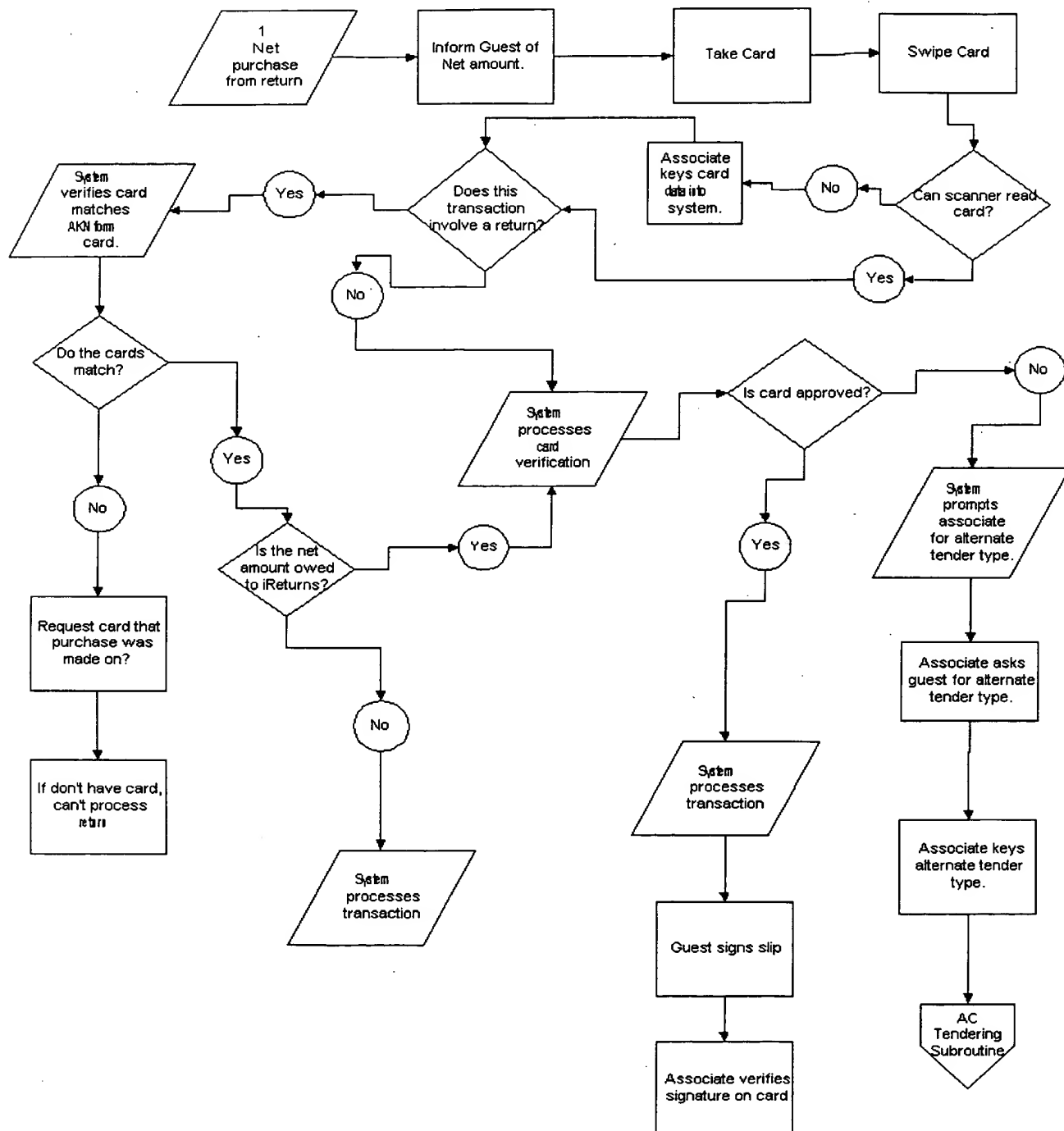


FIG. 20

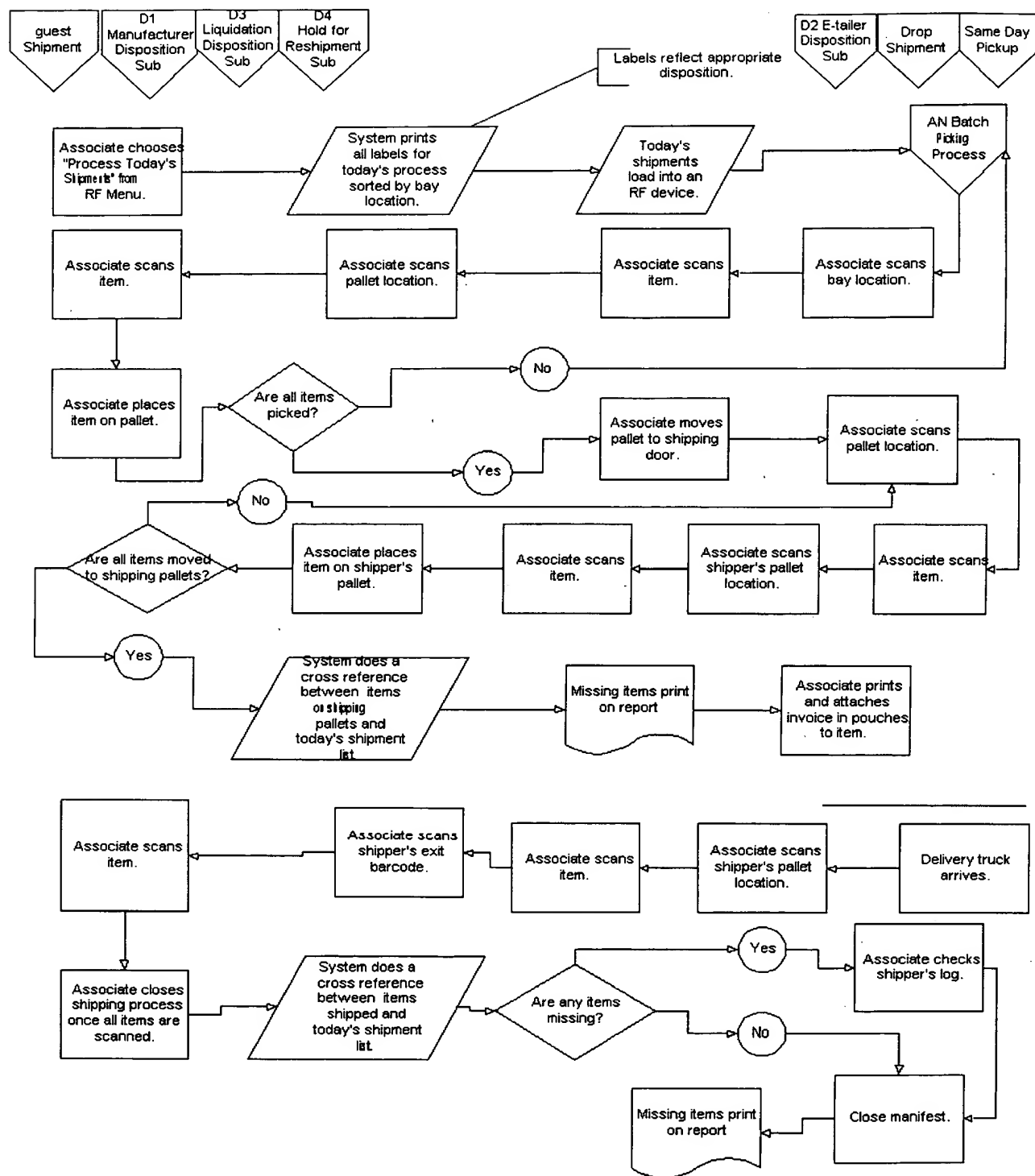


FIG. 21

License Plate Transfer

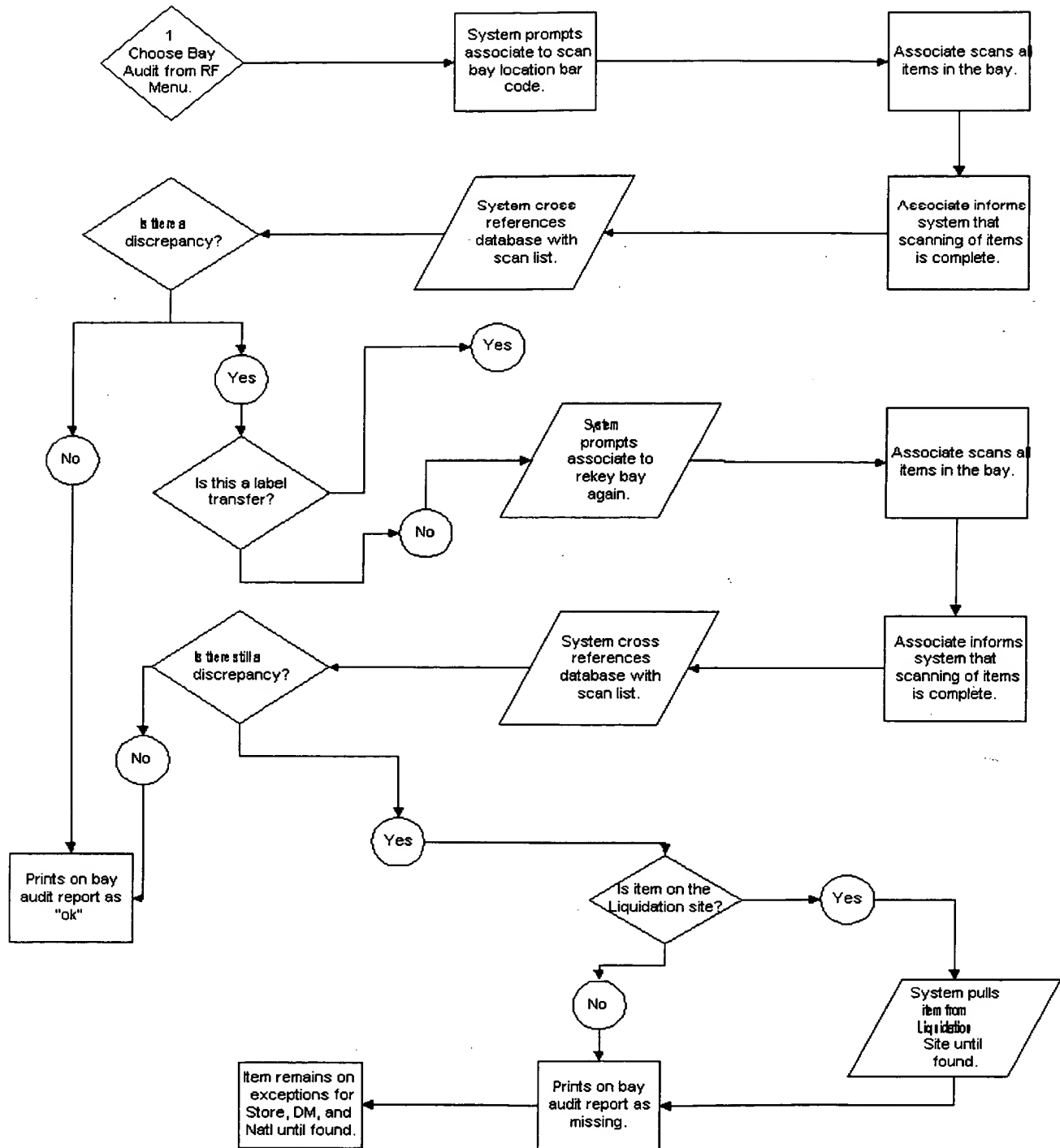


FIG. 22

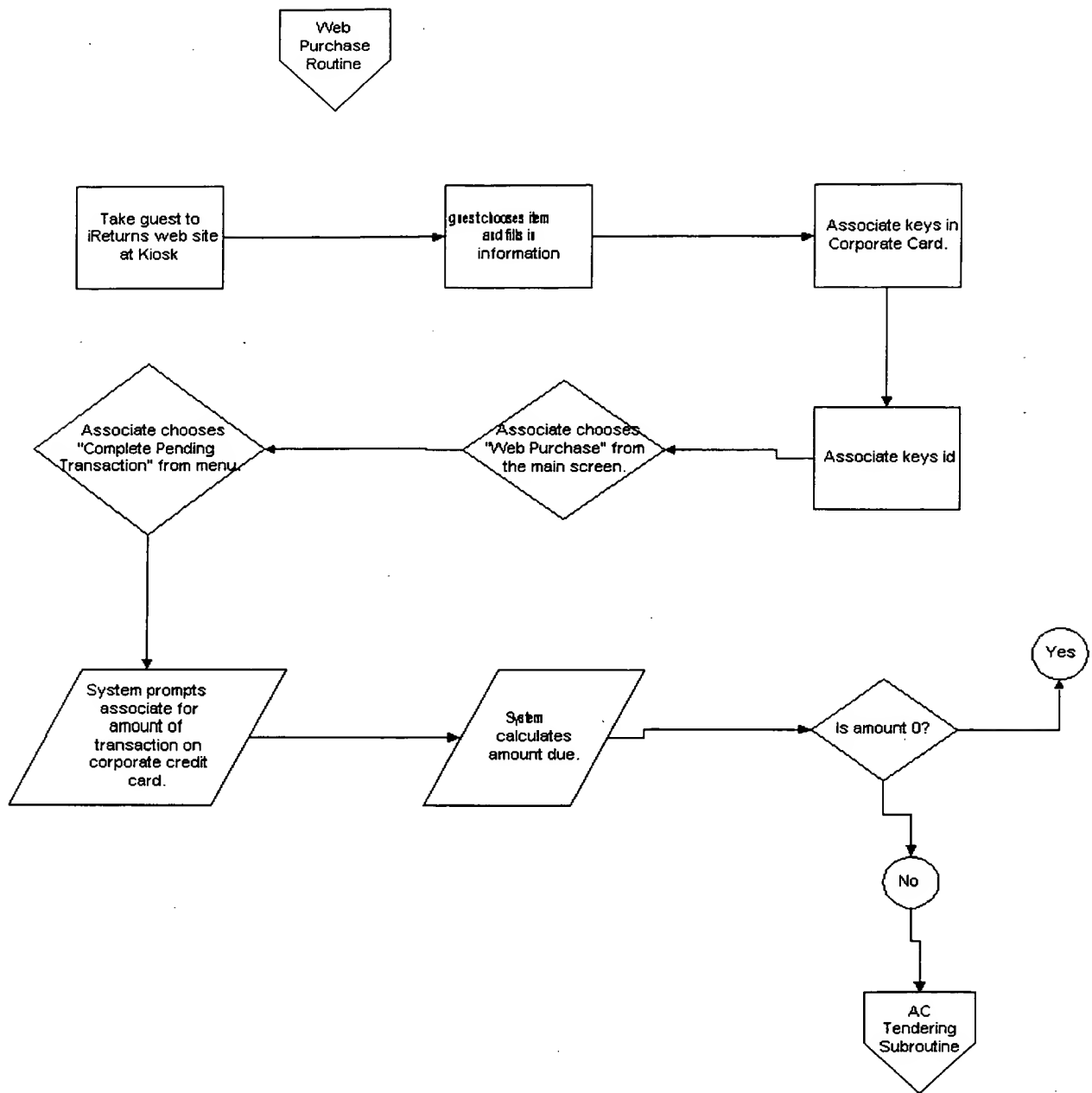


FIG. 23

Same Day  
Pickup

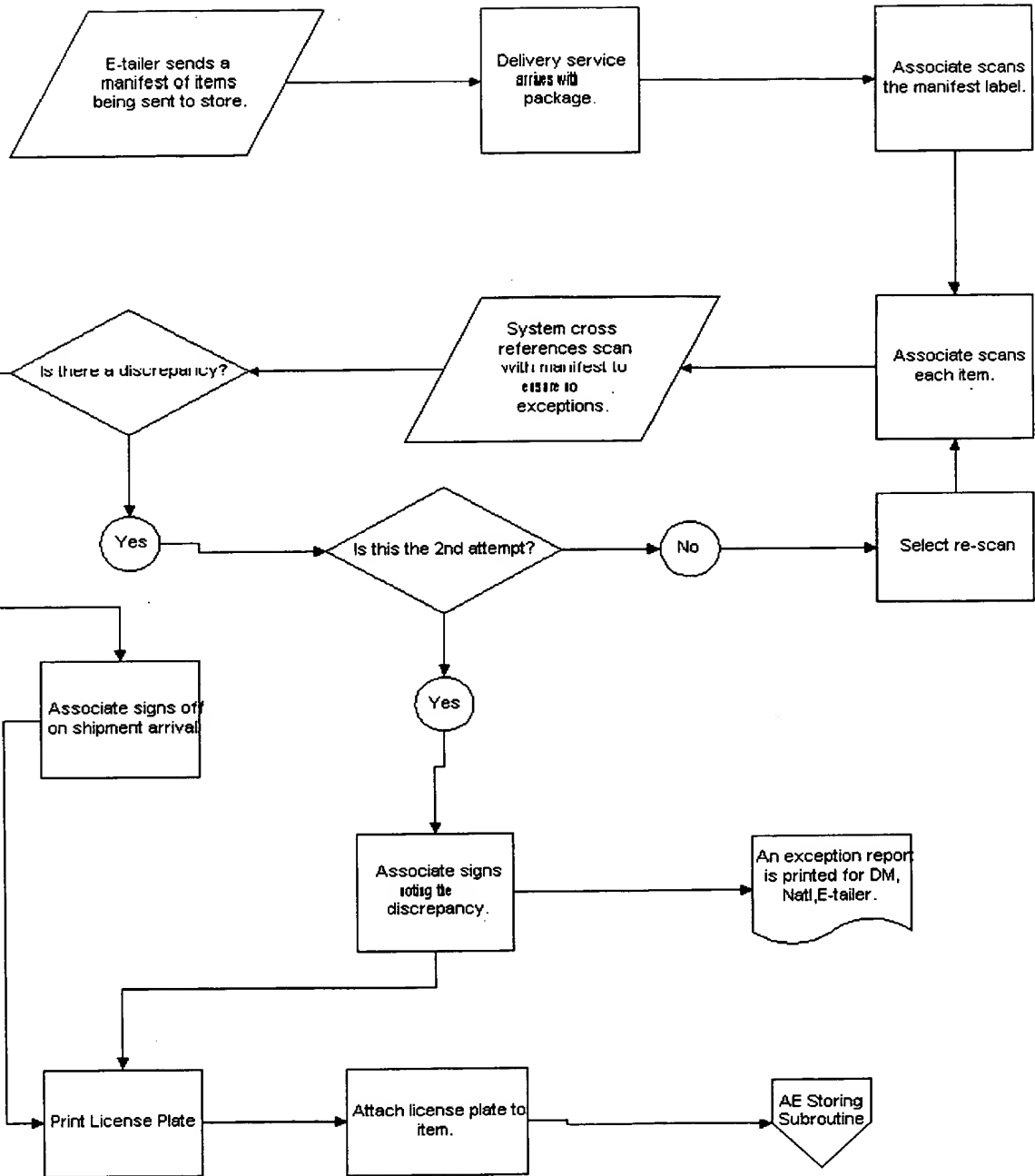


FIG. 24



AI Shipping  
Subroutine

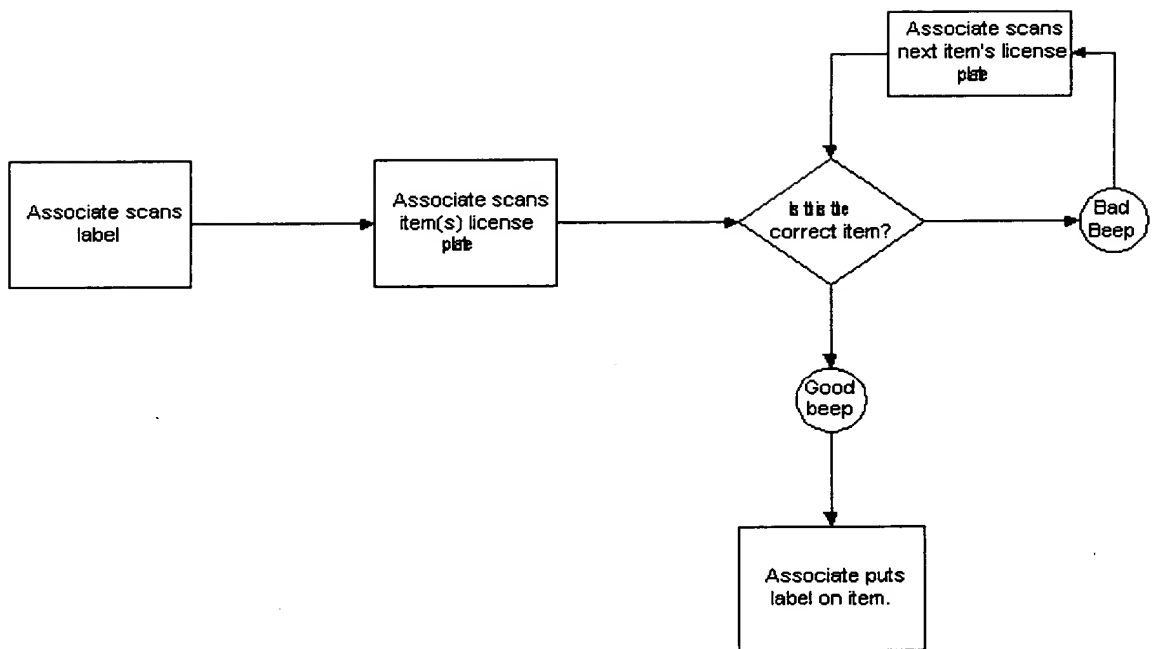


FIG. 25

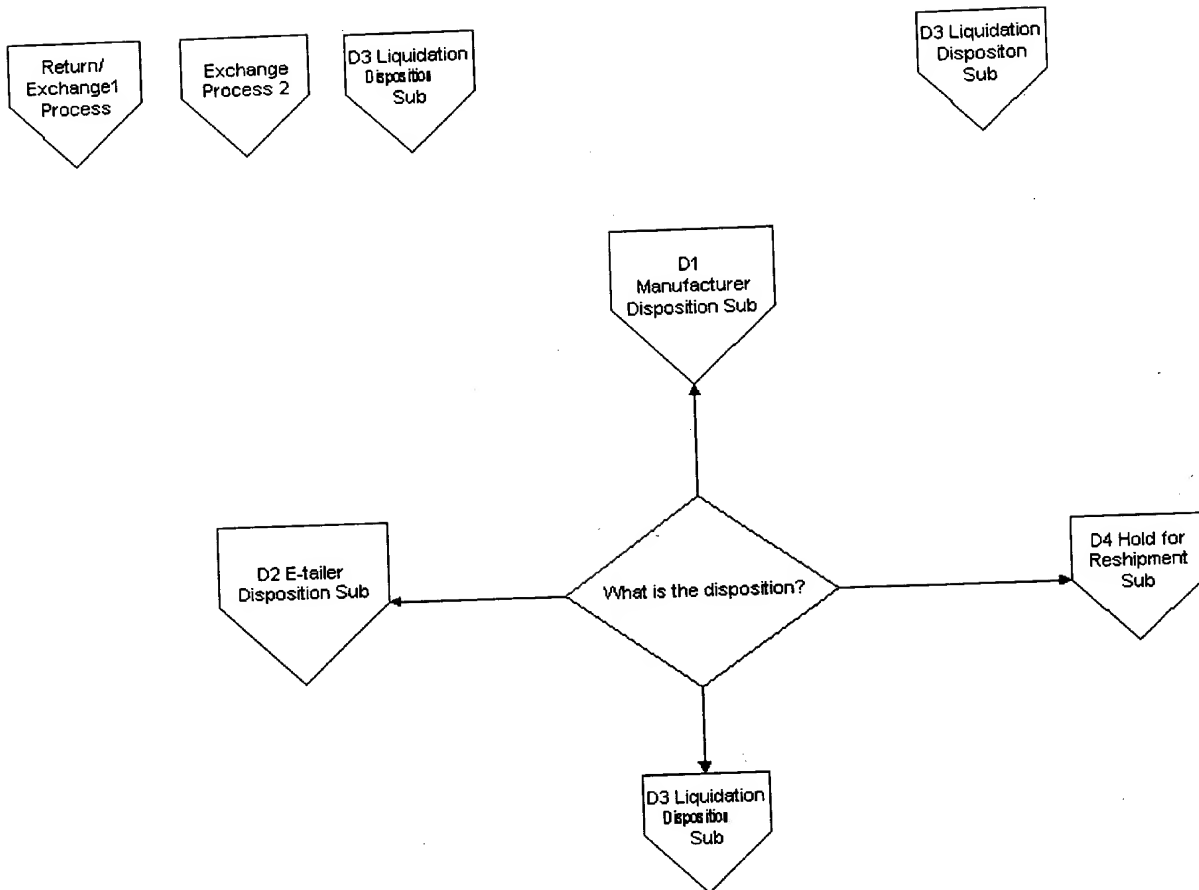


FIG. 26

D1  
Manufacturer  
Disposition  
Sub

D2 E-tailer  
Disposition  
Sub

Same Day  
Pickup

Drop  
Shipment

D4  
Hold for  
Reshipment  
Sub

Monthly,  
system  
consolidates  
expenses  
and revenue  
by e-tailer.

Send checks/bills  
to e-tailer.

FIG. 27

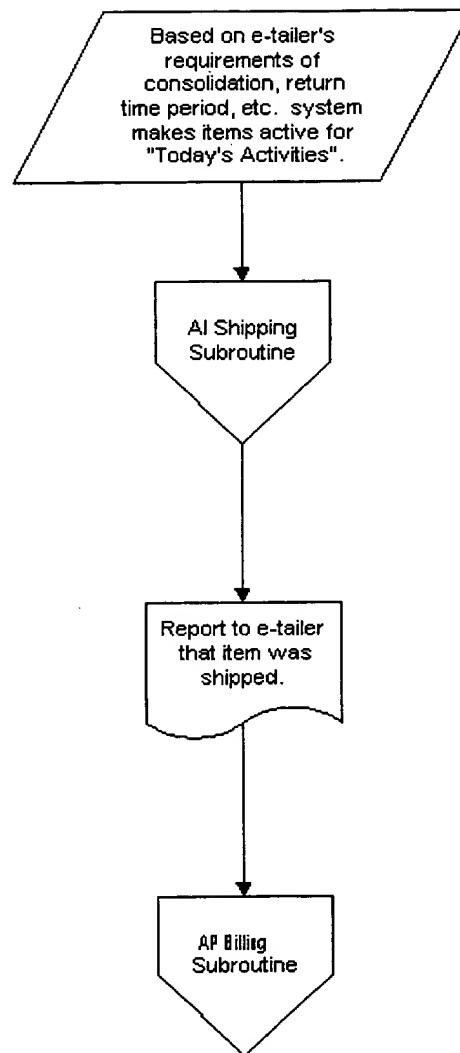
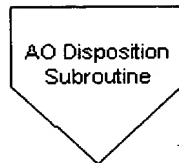


FIG. 28

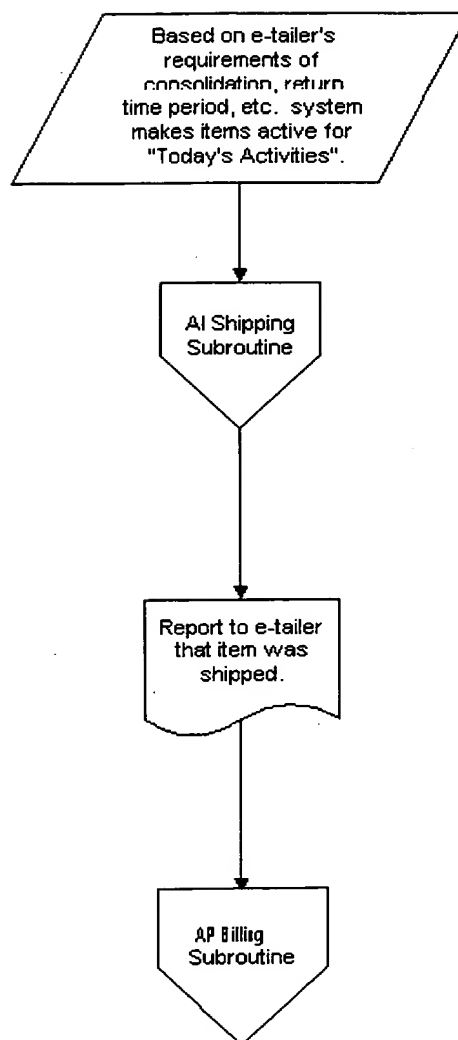
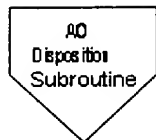
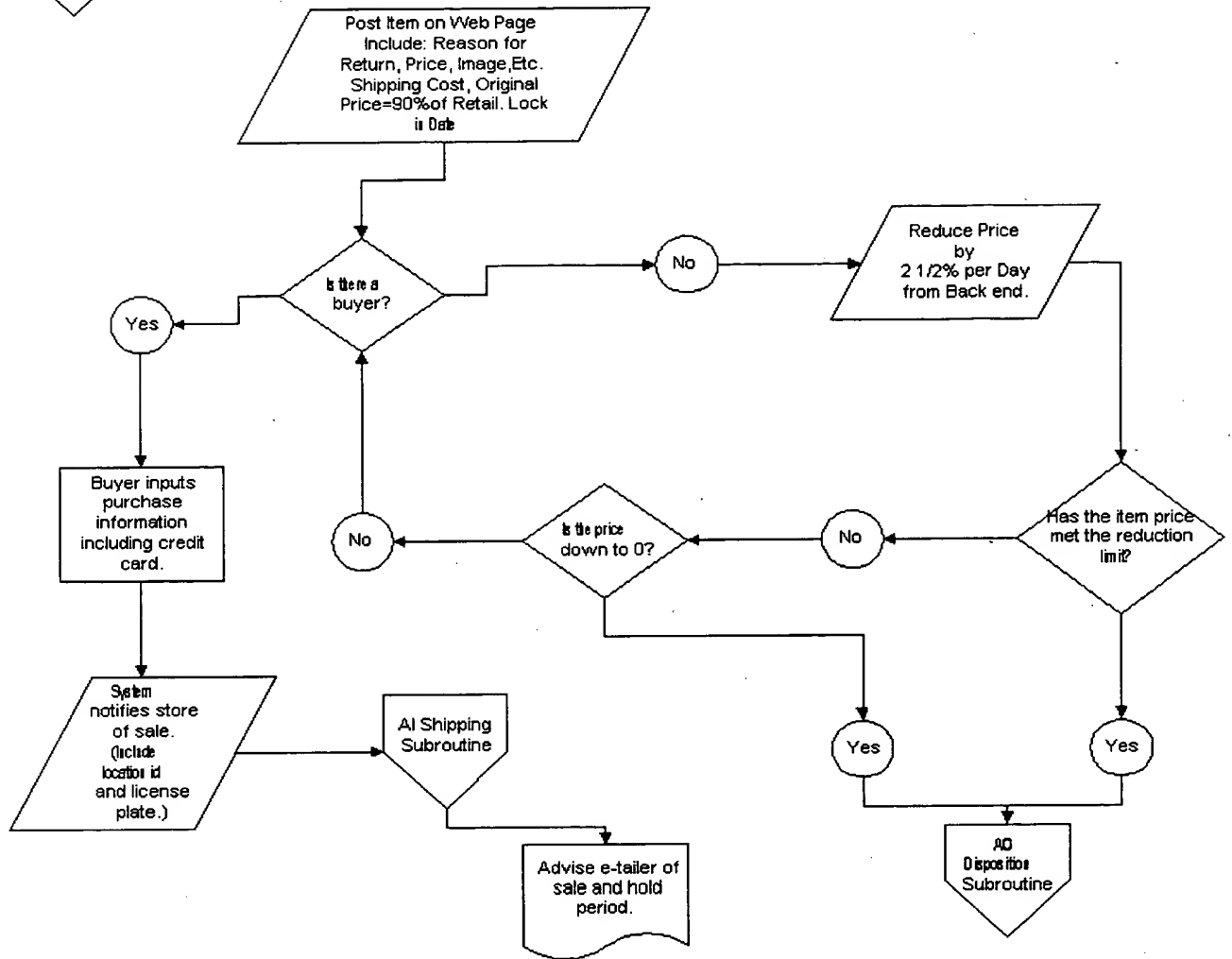


FIG. 29

AO Disposition  
Subroutine



Wait until warranty period is over.

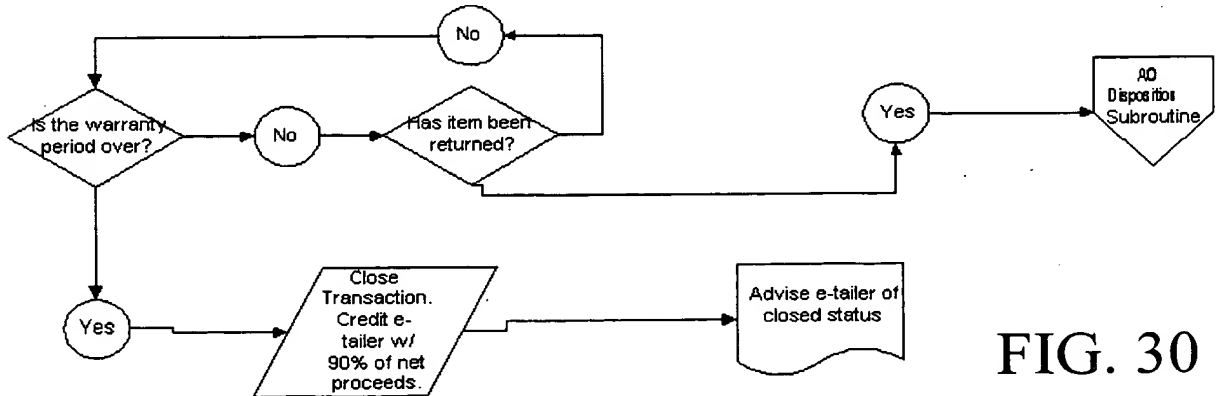


FIG. 30

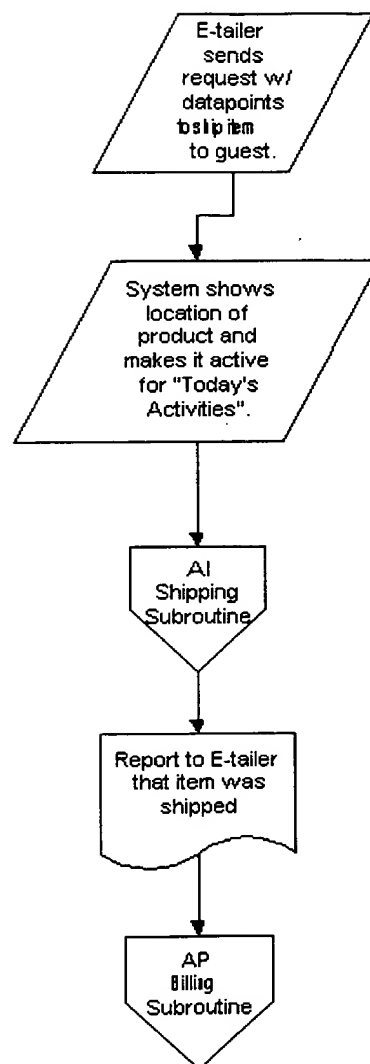


FIG. 31

Return/Exchange

Web Purchase

Same Day Pickup

Enter E-tailer's Comments

Instore Purchase

Drop Shipment

Ship Item for Guest

E-tailer Info List

Time & Attendance

Activity Planner

E-mail Center

Report Listing

RF Applications

System Maintenance

Access Policies/Procedures

FIG. 32



## RF Application Menu

- (1) Relocate Merchandise
- (2) Shipping Procedure
- (3) Bay Audits
- (4) Label Transfer
- (5) Take-in Direct Shipments

FIG. 33

## Enter guest Information

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Address 1: \_\_\_\_\_

Zip Code: \_\_\_\_\_

City: Fill-in Based on Zip Code

Amount of Transaction: \$ \_\_\_\_\_

Check

☐

Cash

☐

Credit Card

☐

Gift Certificate

☐

Other

\_\_\_\_\_

Submit

FIG. 34

Date of Issue: 7/1/2000

E-tailer Name: Amazon

Customer Name: Lance Casler

Customer Address: 23 Pershing Avenue  
Ridgewood, NJ 07450

Item Description: Book

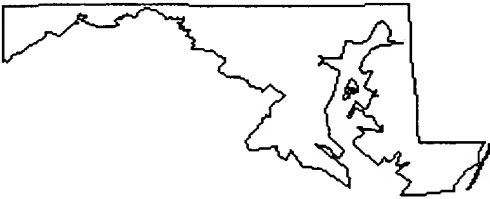
Item Returned: Harry Potter and the Chamber of Secrets

Amount of Return: \$10.00

**\*\*You must bring this form with the following items by 8/1/2000\*\***

Terms of Return:

1. Book
2. Book Sleeve

IF iReturns IN CITY	IF iReturns NOT IN CITY
iReturns location: <u>90 Painters Mill Rd</u> <u>Suite 2000</u> <u>Owings Mills, MD</u> <u>21117</u>	PLEASE MAIL PRODUCT TO:
Returns Phone #: <u>(410)455-2338</u>	90 Painters Mill Road
iReturns Hours: <u>9 AM to 10PM</u>	Suite 2000
	Owings Mills, MD 21117
Driving Directions:	
	
Take I-95S to I-695 W to 83 S.	



0345445667899844

Authorization #: 39488588392020

FIG. 35

FIG. 36

Ship From:  
iReturns.com Inc.  
Store 1122333  
90 Painters Mill Rd  
Suite 200  
Owings Mills, MD 21117

Ship To:  
Lance Casler  
23 Pershing Ave  
Ridgewood, NJ 07452

UPS Bar Code

iReturns License Plate

Item Name: Harry Potter and the Chamber of Secrets  
Item Description: Book  
Shipper: UPS  
Location: AO1

FIG. 36



Please check that you have all of the items required by your e-tailer in order to process your return.

<u>Items:</u>	<u>Have:</u>	<u>Missing:</u>
(1) Book	<input type="checkbox"/>	<input type="checkbox"/>
(2) Book Sleeve	<input type="checkbox"/>	<input type="checkbox"/>

SUBMIT

CANCEL

FIG. 38

Store Number: 1122333

## = Type of Store  
## = Region  
### = Store

License Plate: aaaaabbbbbbbcccccc

a = e-tailer  
b = date (mm/dd/yy)  
c = item #

FIG. 39

First Name  
 Last Name  
 Phone #  
 E-tailer Name  
 E-tailer ID  
 E-tailer Authorization #  
 E-tailer Contact #  
 E-tailer Contact Name  
 RMA # (Return Manufacturer Authorization #)  
 Length of Acceptable Return  
 Customer Service #  
 Intrusive or nonintrusive e-tailer  
 Credit Card # - (1)  
 Credit Card type - (1)  
 Credit Card Expiration Date - (1)  
 Item Description - (1)  
 Item Manufacturer - (1)  
 Item Serial # - (1)  
 Item Cube - (1)  
 Item Weight - (1)  
 Item Dimensions - (1)  
 Item Special Handling Instructions - (1)  
 Item Purchase Price w/out Tax - (1)  
 Item Purchase Price w/ Tax - (1)  
 Item Return Price w/out Tax - (1)  
 Item Return Price w/ Tax - (1)  
 Reason for Return - (1)  
 Image of Item - (1)  
 Insurance requirements for shipping - (1)  
 Terms for a valid return - (1)  
 SKU # - (1)  
 Exchange Item - (1)  
 Exchange Item Price - (1)  
 Exchange Item Manufacturer - (1)  
 Exchange Item Serial # - (1)  
 Exchange Item SKU # - (1)  
 Primary Disposition Type- (1)  
 Primary Disposition: Street Address - (1)  
 Primary Disposition: City - (1)  
 Primary Disposition: State - (1)  
 Primary Disposition: Zip Code - (1)  
 Secondary Disposition Type- (1)  
 Secondary Disposition: Street Address - (1)  
 Secondary Disposition: City - (1)  
 Secondary Disposition: State - (1)  
 Secondary Disposition: Zip Code - (1)  
 Ultimate Disposition Type- (1)  
 Ultimate Disposition: Street Address - (1)  
 Ultimate Disposition: City - (1)  
 Ultimate Disposition: State - (1)  
 Ultimate Disposition: Zip Code - (1)  
 Manufacturer Warranty - (1)  
 Credit Card # - (2)  
 Credit Card type - (2)  
 Credit Card Expiration Date - (2)  
 Item Description - (2)  
 Item Manufacturer - (2)  
 Item Serial # - (2)  
 Item Cube - (2)  
 Item Weight - (2)  
 Item Dimensions - (2)  
 Item Special Handling Instructions - (2)  
 Item Purchase Price w/out Tax - (2)  
 Item Purchase Price w/ Tax - (2)  
 Item Return Price w/out Tax - (2)  
 Item Return Price w/ Tax - (2)  
 Reason for Return - (2)  
 Image of Item - (2)  
 Insurance requirements for shipping - (2)  
 Terms for a valid return - (2)  
 SKU # - (2)

FIG. 40

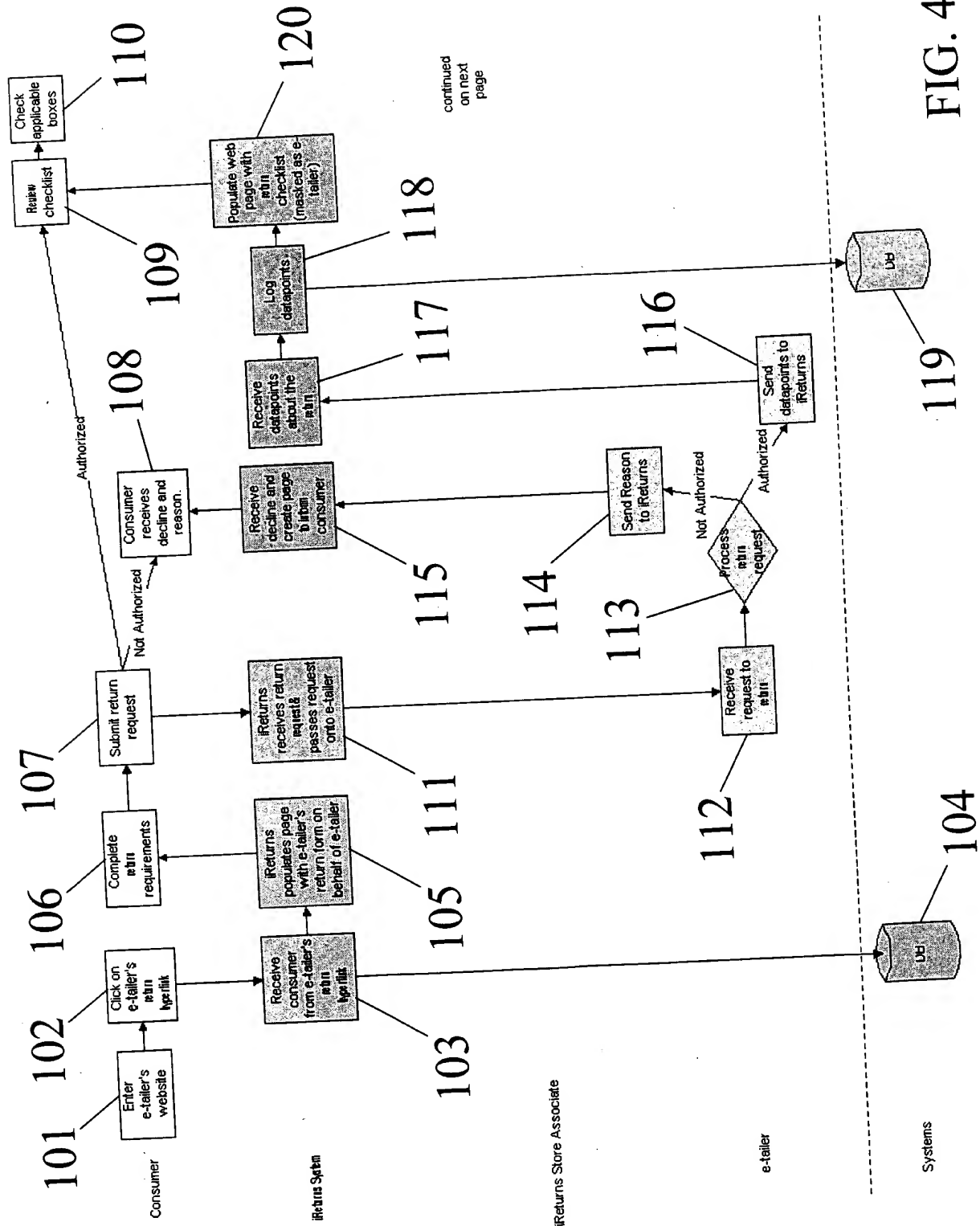


Exchange Item - (2)  
Exchange Item Price - (2)  
Exchange Item Manufacturer - (2)  
Exchange Item Serial # - (2)  
Exchange Item SKU # - (2)  
Primary Disposition Type- (2)  
Primary Disposition: Street Address - (2)  
Primary Disposition: City - (2)  
Primary Disposition: State - (2)  
Primary Disposition: Zip Code - (2)  
Secondary Disposition Type- (2)  
Secondary Disposition: Street Address - (2)  
Secondary Disposition: City - (2)  
Secondary Disposition: State - (2)  
Secondary Disposition: Zip Code - (2)  
Ultimate Disposition Type- (2)  
Ultimate Disposition: Street Address - (2)  
Ultimate Disposition: City - (2)  
Ultimate Disposition: State - (2)  
Ultimate Disposition: Zip Code - (2)  
Manufacturer Warranty - (2)  
Bill To Street Address  
Bill To City  
Bill To State  
Bill To Zip

FIG. 41

<u>Routine Name</u>	<u>Page #</u>	<u>Routine Name</u>	<u>Page #</u>
Return Process - Web (1)	2	Shipping Routine (3)	26
Return Process - Web (2)	3	Receive Shipment Subroutine	27
Return Process - Store (1)	4	Batch Picking Process	28
Return Process - Store (2)	5	Disposition Direction	29
Return Process - Store (3)	6	Guest Pickup Subroutine	30
Return Process - Store (4)	7	Liquidation Routine	31
Instore Purchase	8	Bay Audit Routine (1)	32
Web Purchase	9	Bay Audit Routine (2)	33
Same Day Pickup (1)	10	License Plate Transfer (1)	34
Same Day Pickup (2)	11	License Plate Transfer (2)	35
Drop Shipment (1)	12	Main Menu	36
Drop Shipment (2)	13	RF Application Menu	37
Guest Shipment (1)	14	Web Purchase Form	38
Guest Shipment (2)	15	AKN Form	39
Instore Purchase Subroutine	16	Label Format	40
Tendering Routine	17	Receipt Format	41
Payment Direction	18	Return Checklist (Web)	42
Storage Subroutine	19	Store Number & License Plate	43
Cash Tender Subroutine	20	Data Points (1)	44
Credit Tender Subroutine	21	Data Points (2)	45
Check Tender Subroutine	22	System Arch	46
Create Virtual Account	23	Dynamic RMA Ver 1	47
Shipping Routine (1)	24	Dynamic RMA Ver 2	48
Shipping Routine (2)	25		

FIG. 42



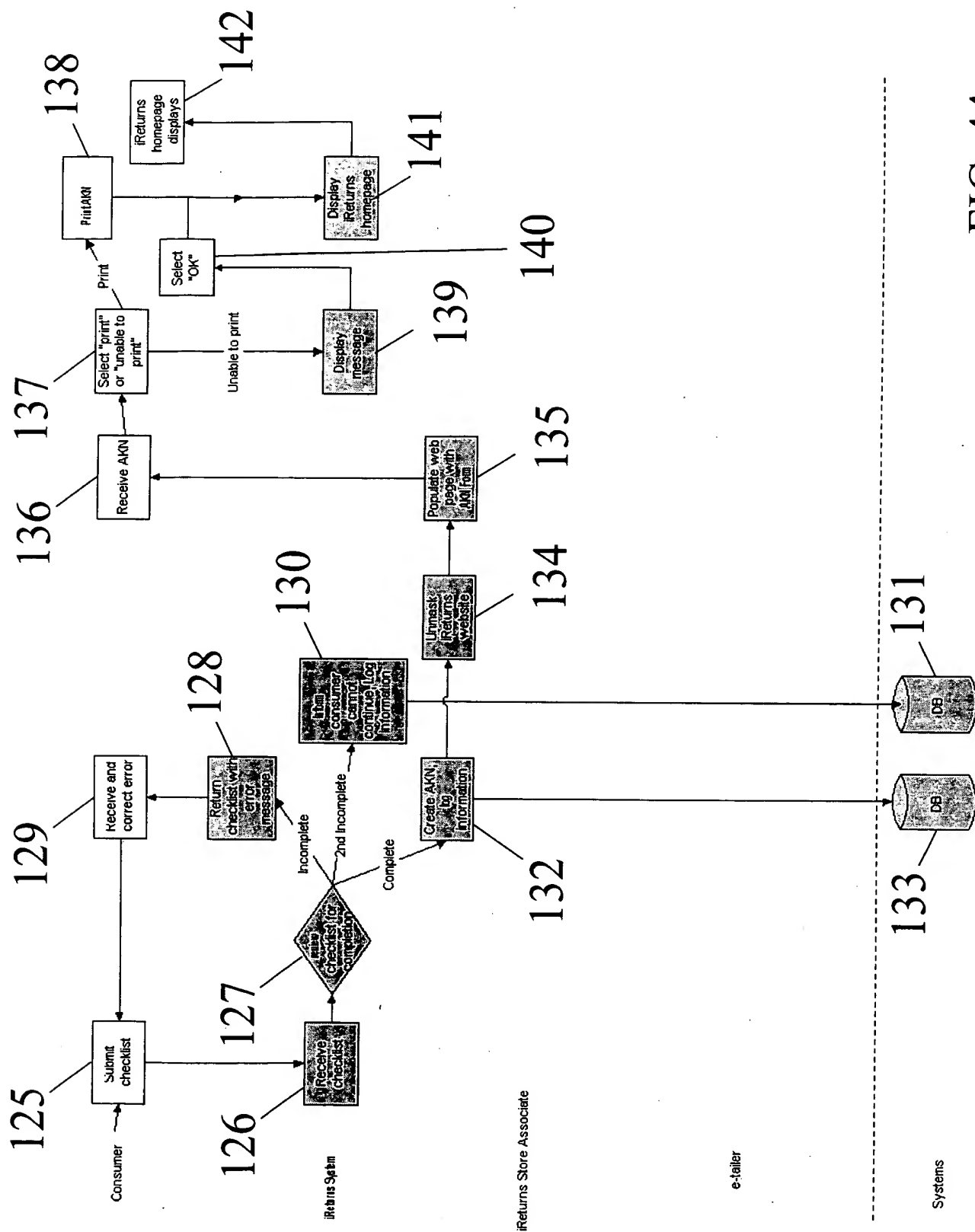


FIG. 44

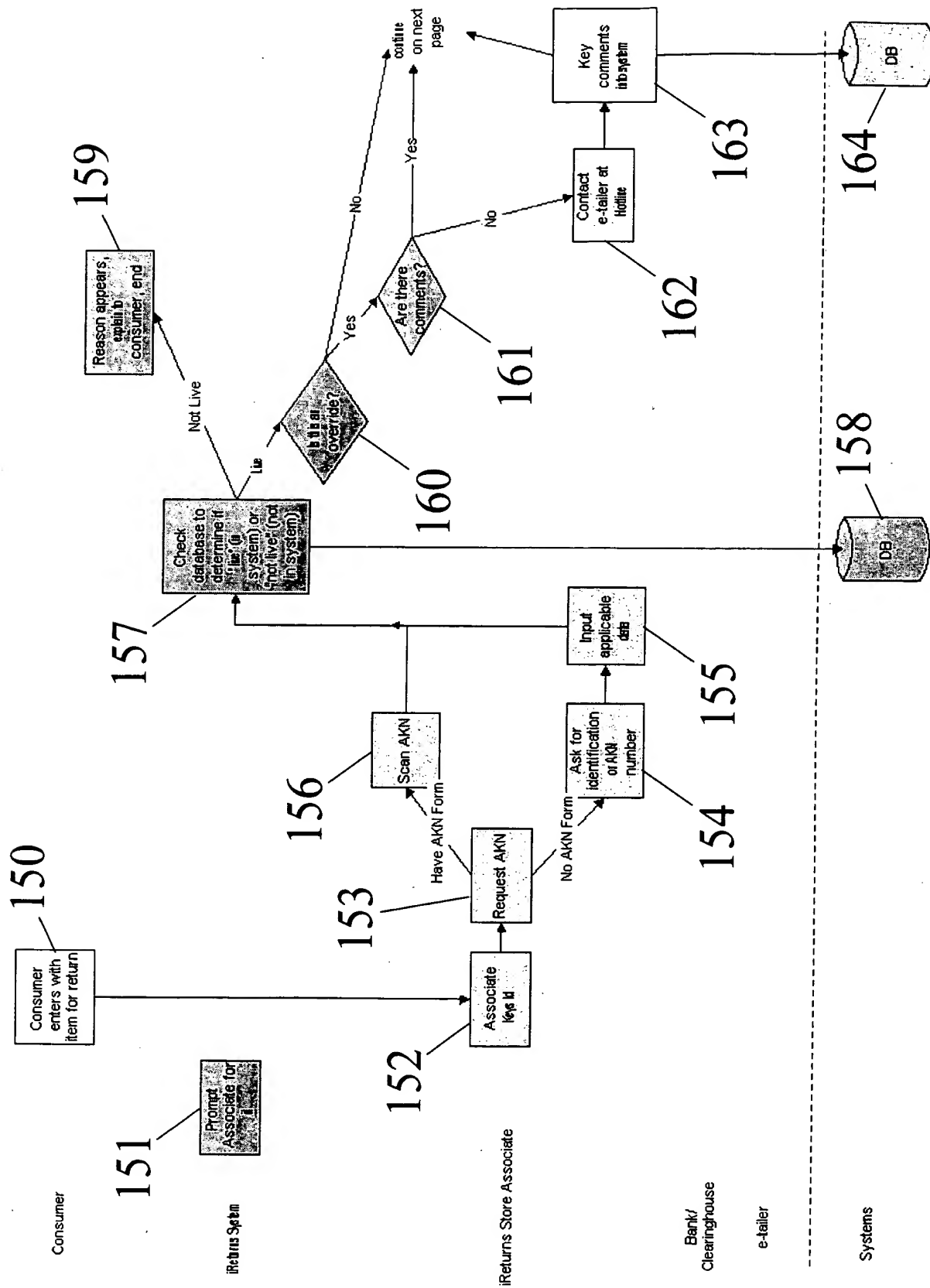


FIG. 45

```

graph TD
    subgraph Consumer
        170[Screen populates w/terms & w/terms for prompts for confirmation]
        171{Confirm terms of return are met}
        172[Suspend Transaction, explain to consumer]
        173[Contact e-tailer at hotline]
        174{E-tailer decides outcome}
        175[End of Transaction]
        176[Key Approval initiation]
        177[Send data to i>Returns]
        178[Returns receives data and populates comments section of transaction]
        179[(DB)]
    end

    subgraph Returns_System [Returns System]
        180[Approach counter]
        181[Retrieve suspended transaction]
        182[Suspended transaction appears on screen]
        183[System prompts for transaction type]
        184[Enter type of transaction]
        185["(a) Return with Purchase  
(b) Exchange w/ Purchase  
(c) Exchange w/ Purchase  
(d) Return with Purchase"]
        186[Outline on next page]
    end

    170 --> 171
    171 -- Met --> 172
    171 -- Not Met --> 173
    172 --> 173
    173 --> 174
    174 -- Approve --> 176
    174 -- Decline --> 175
    176 --> 177
    177 --> 178
    178 --> 180
    180 --> 181
    181 --> 182
    182 --> 183
    183 --> 184
    184 --> 185
    185 --> 186
    186 --> 183
    186 --> 184
    186 --> 185
    186 --> 186
  
```

## Systems

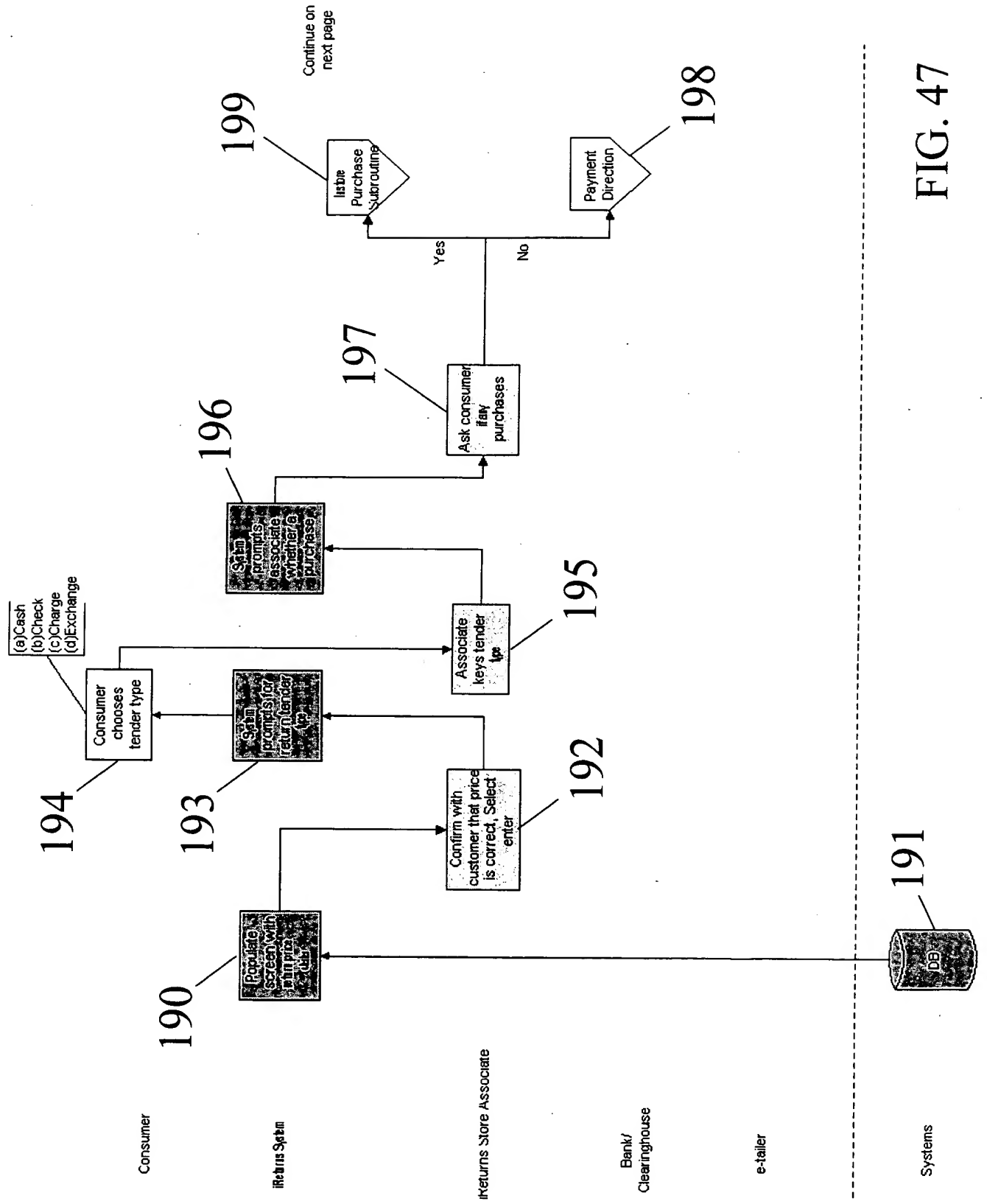


FIG. 47

Consumer

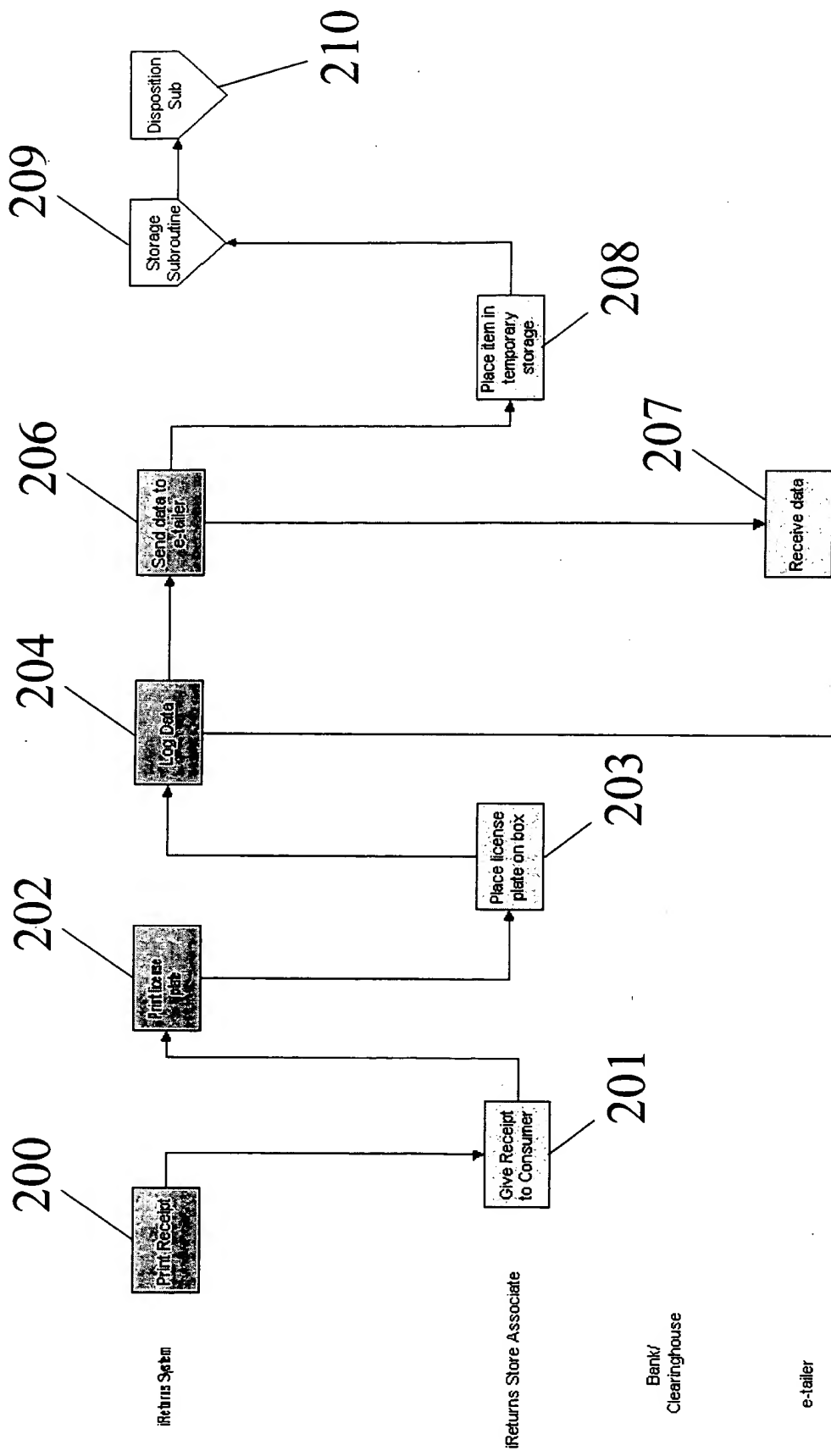


FIG. 48



\*Need the ability to terminate/override a transaction partially or completely at any time.

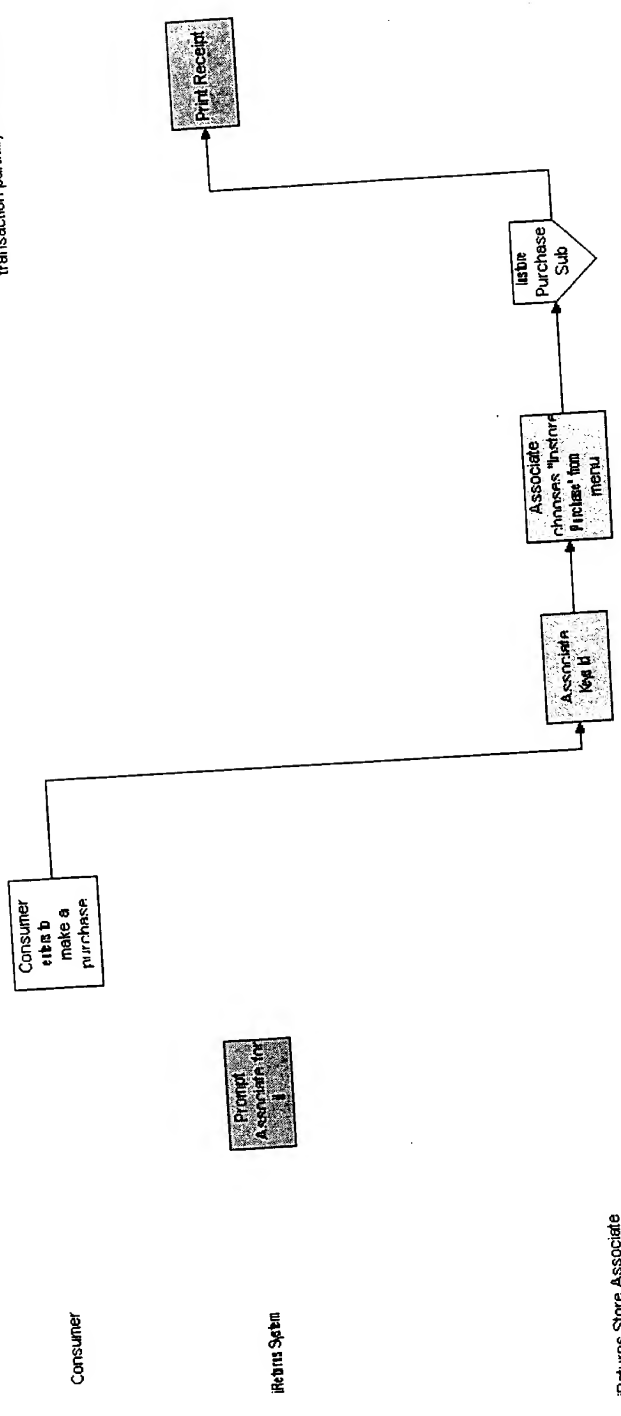


FIG. 49

\*Need the ability to terminate/override a transaction partially or completely at any time.

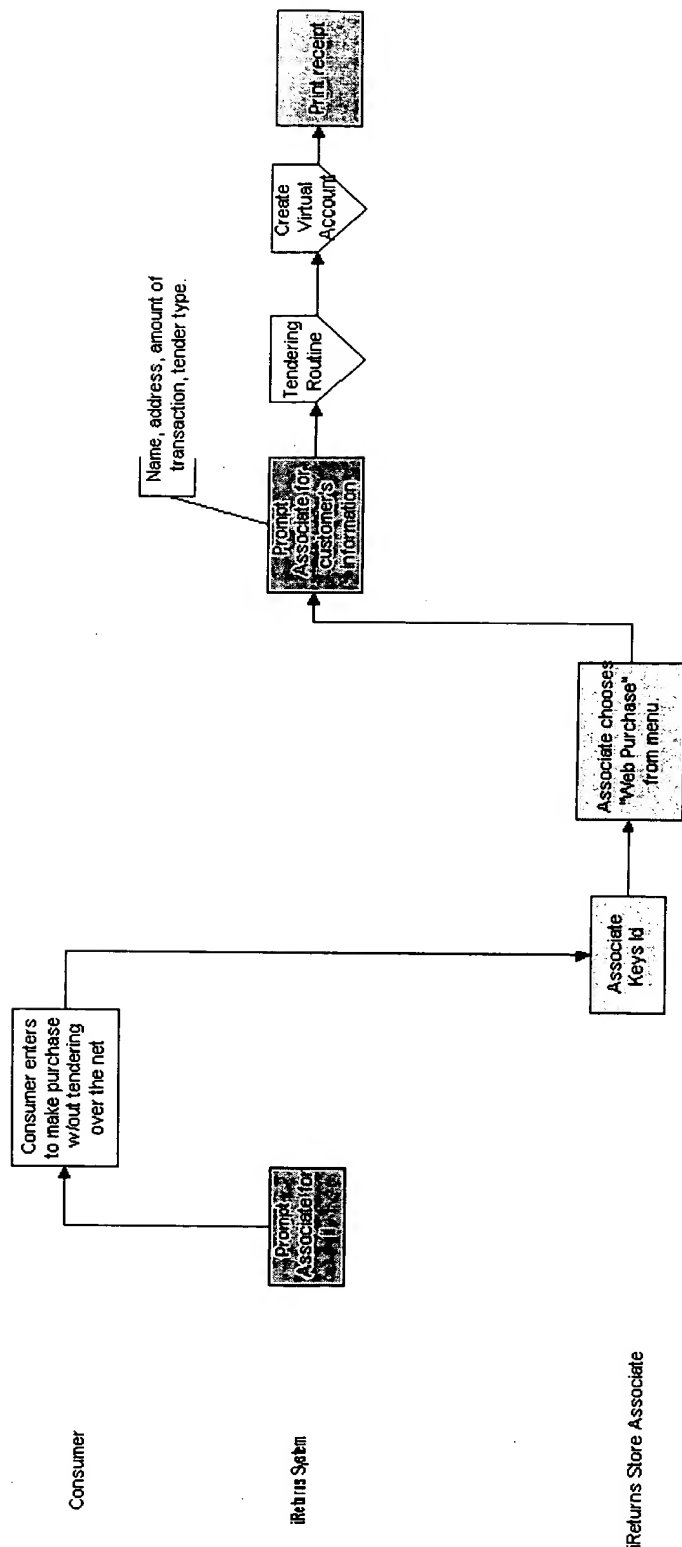
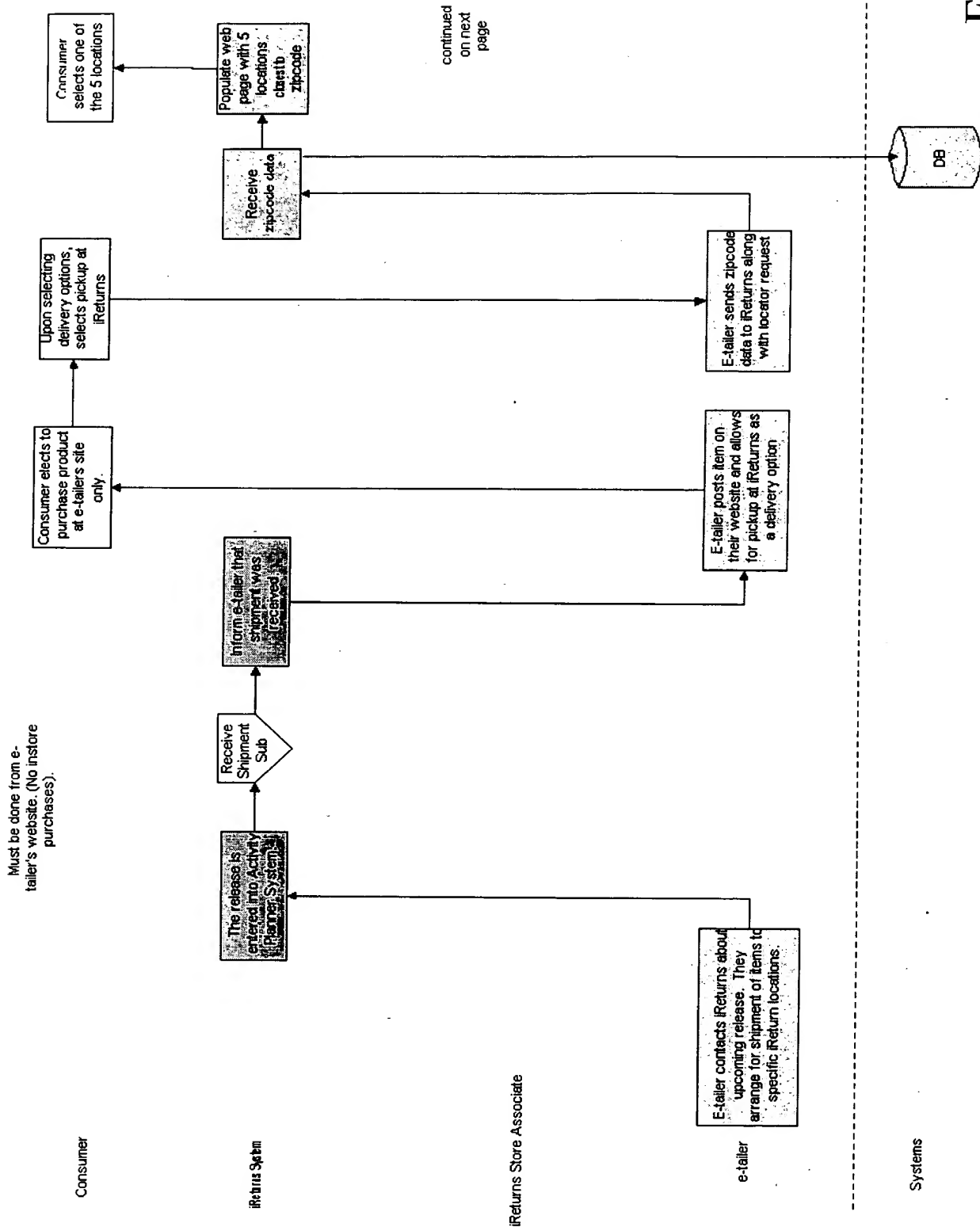


FIG. 50



continued  
on next  
page

FIG. 51

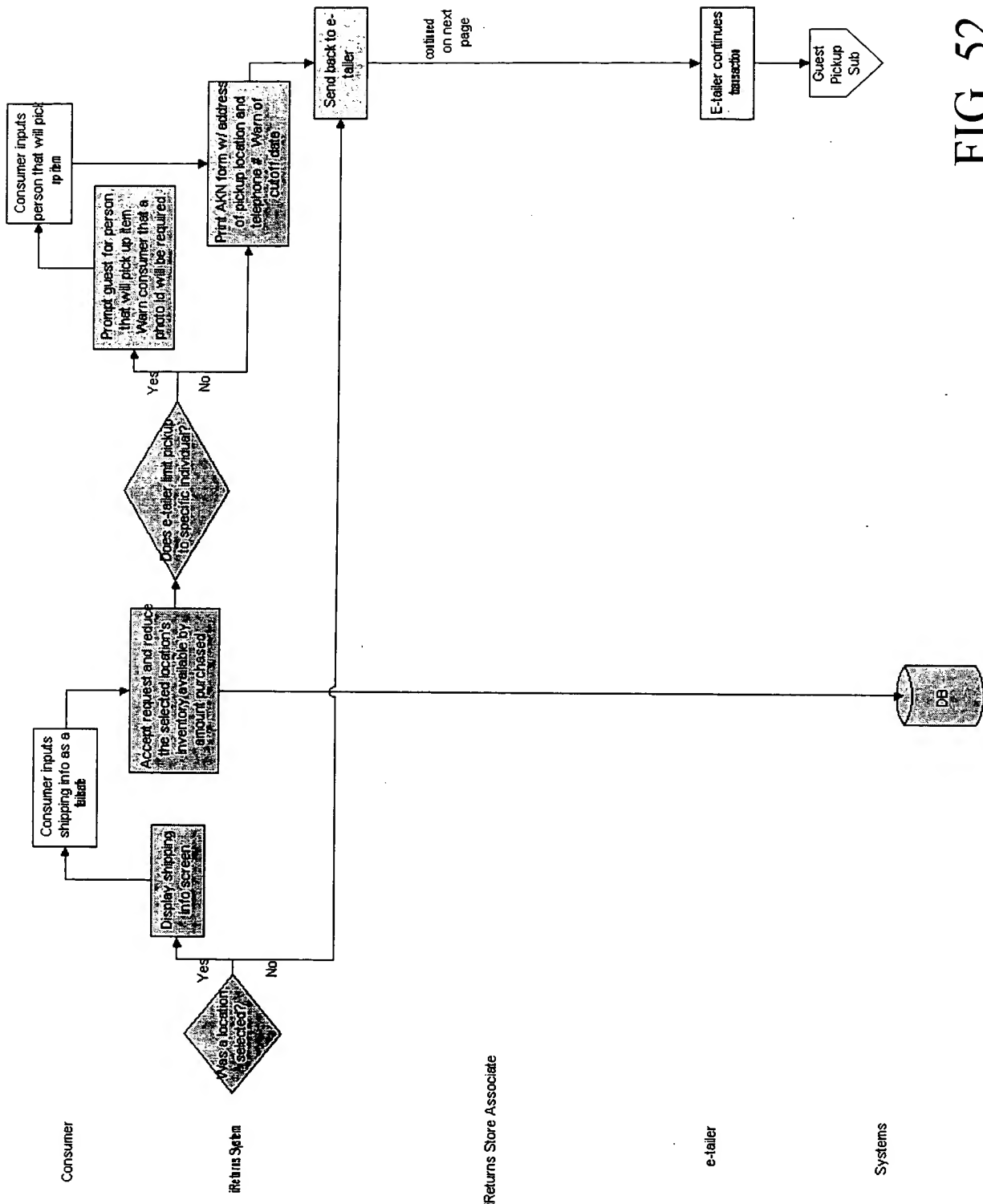


FIG. 52

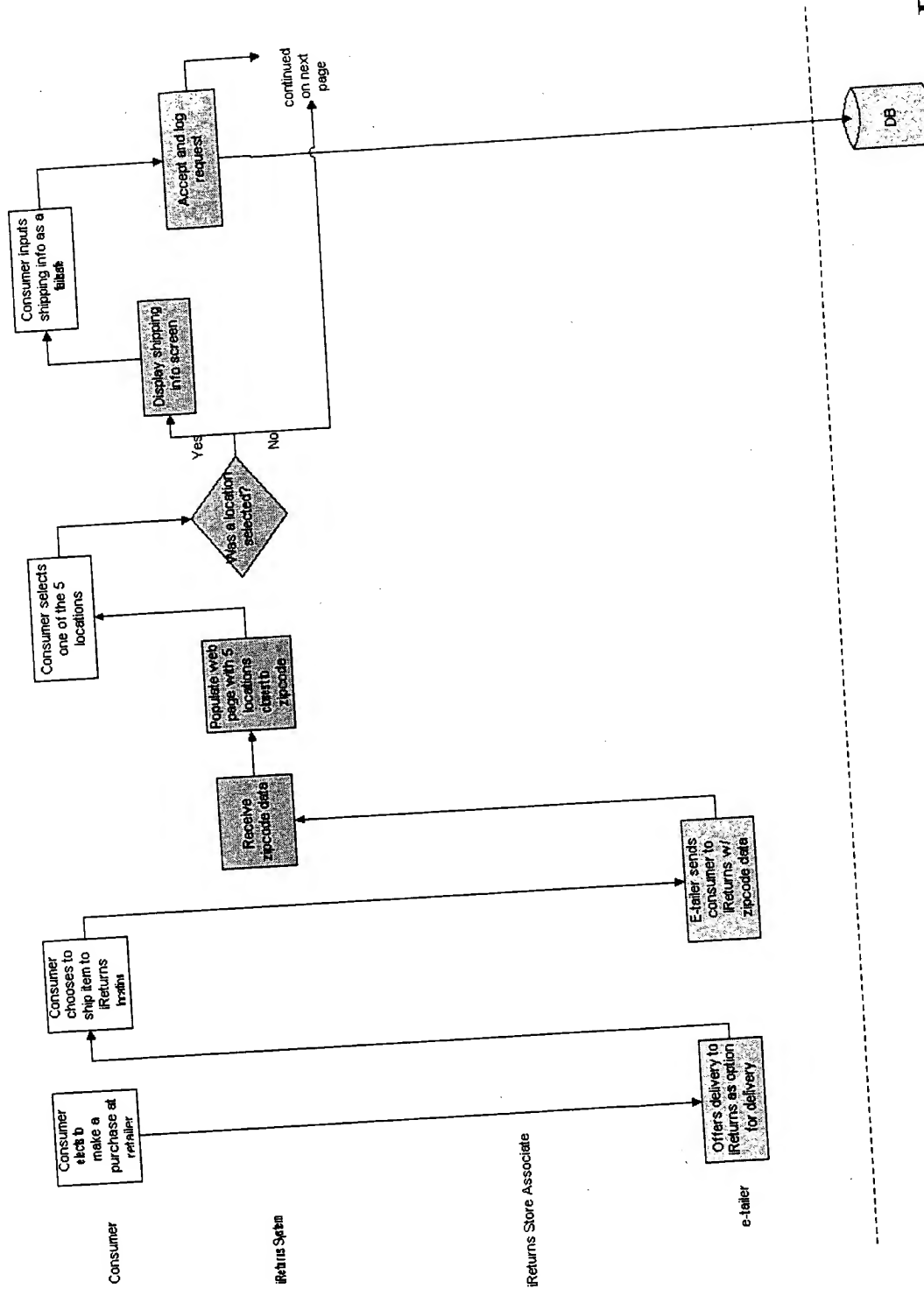


FIG. 53

Systems









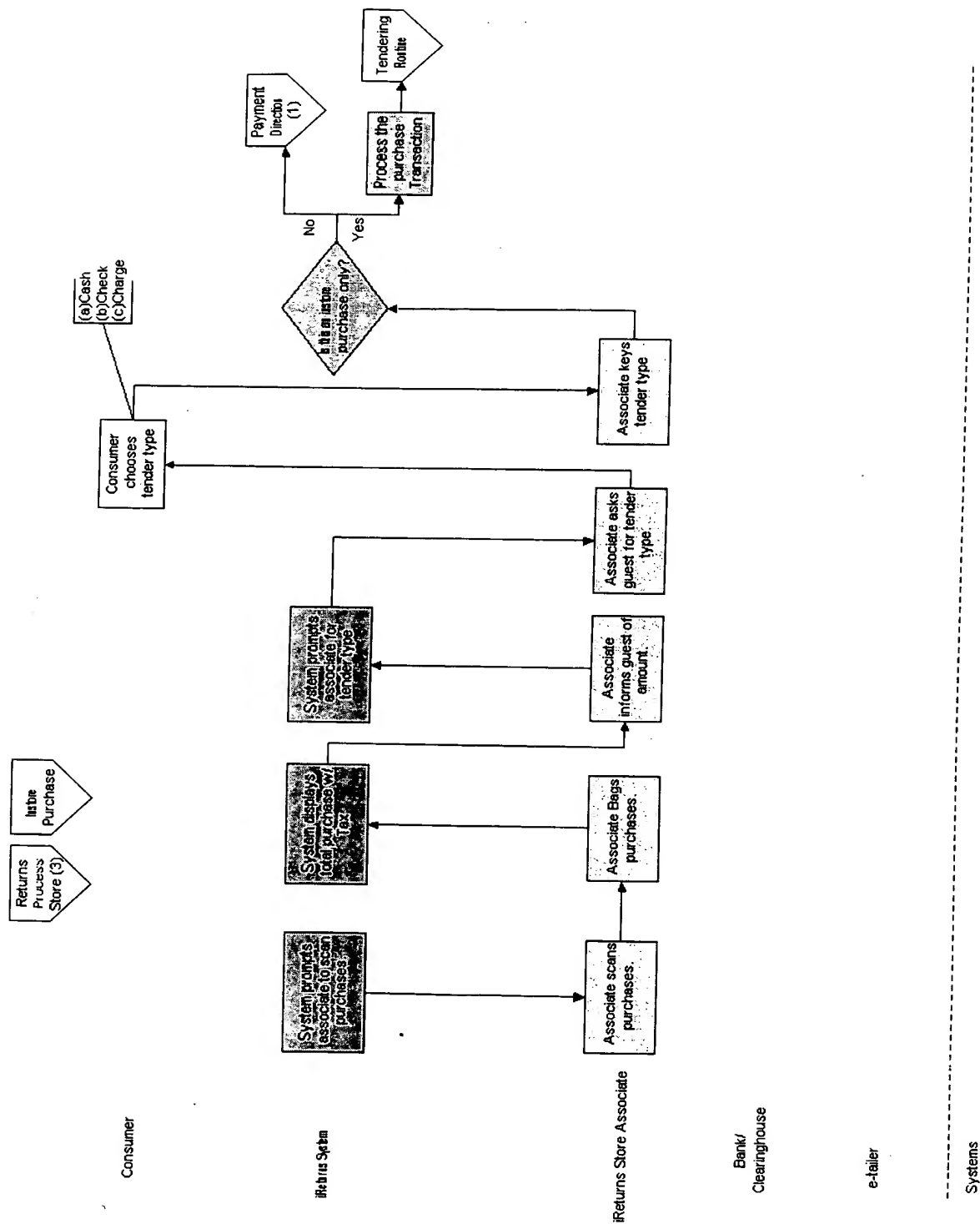
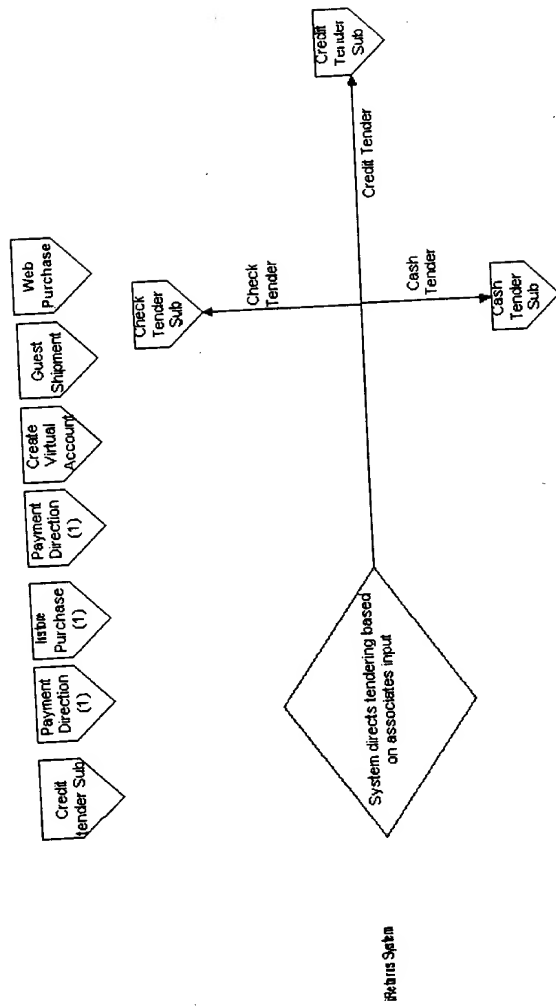


FIG. 57

FIG. 58



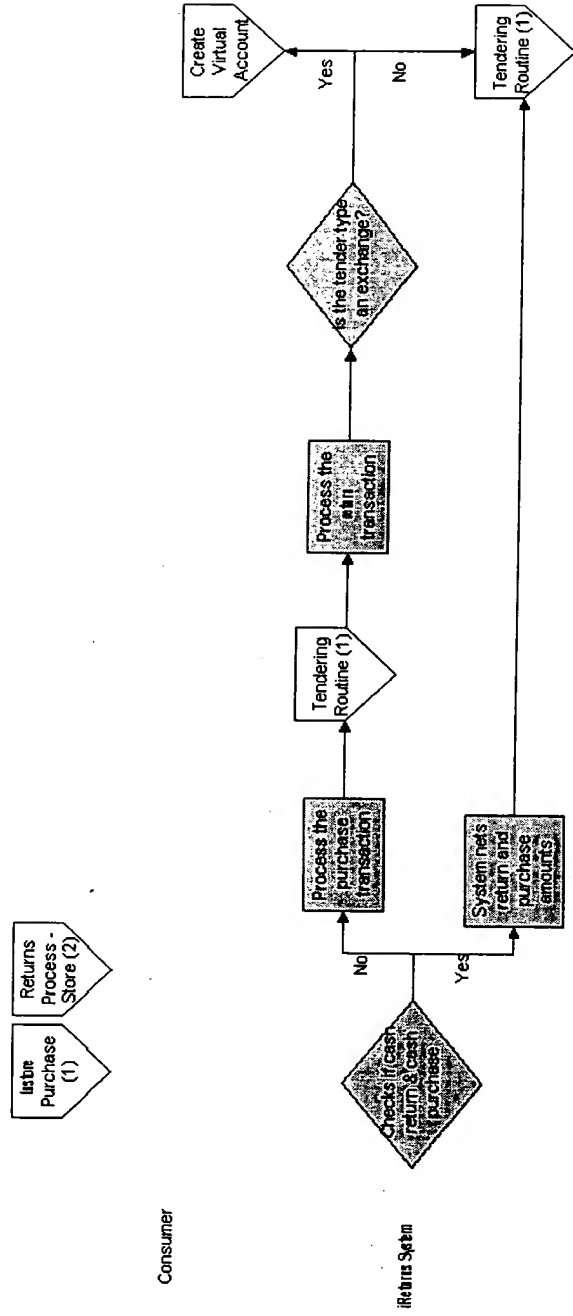
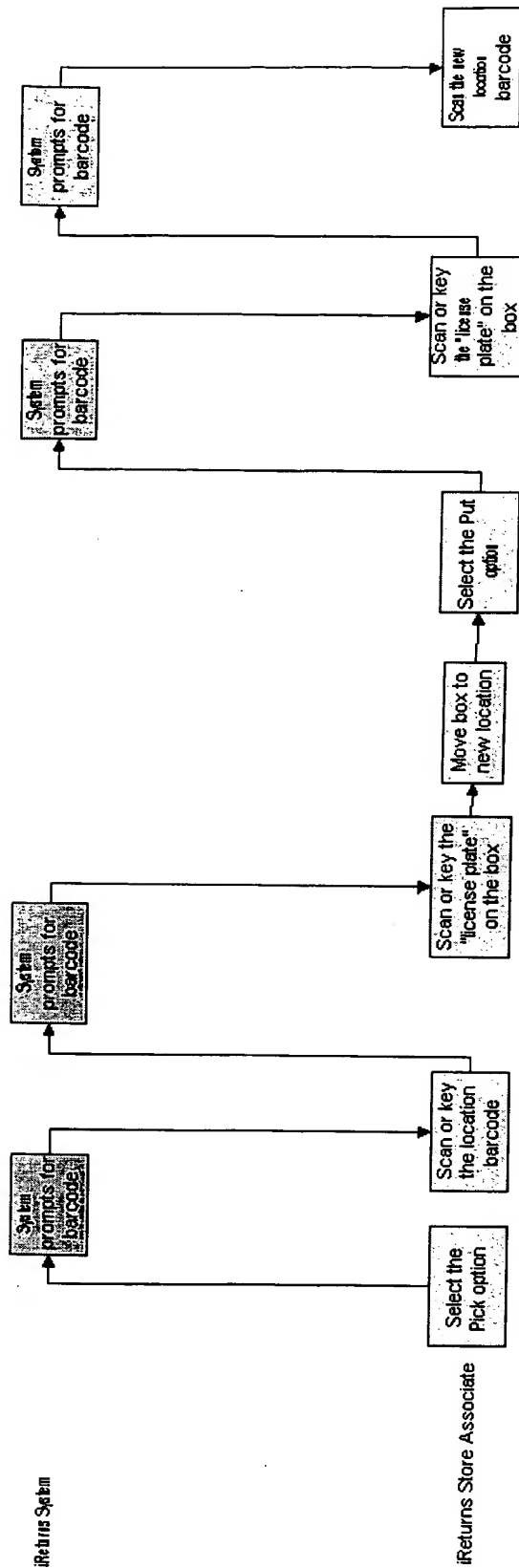
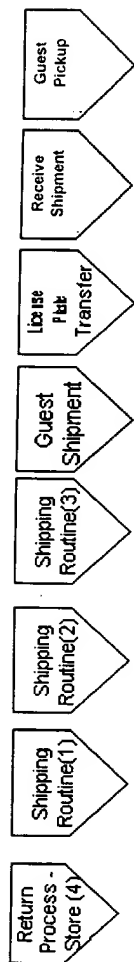
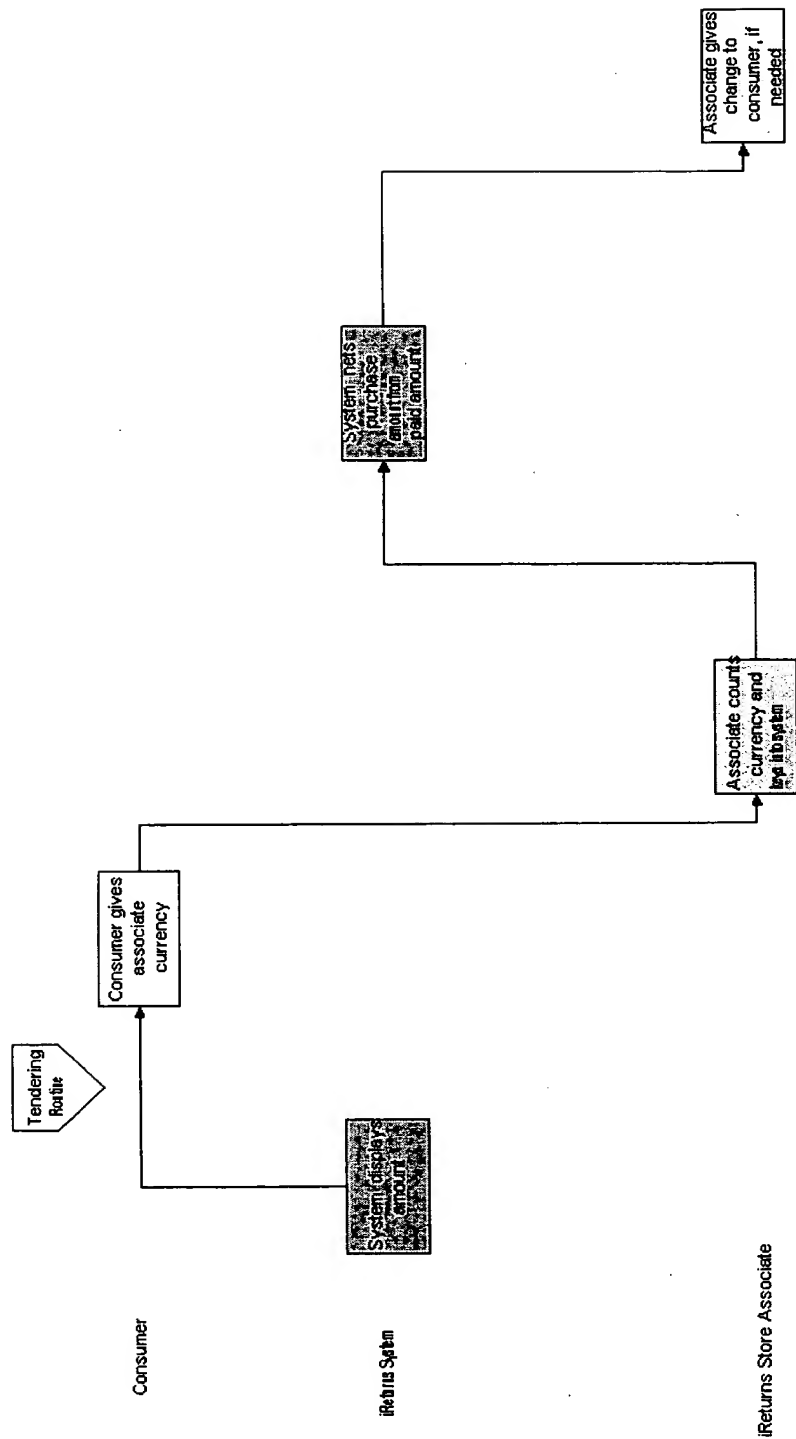


FIG. 59



Systems

FIG. 60

[illegible]

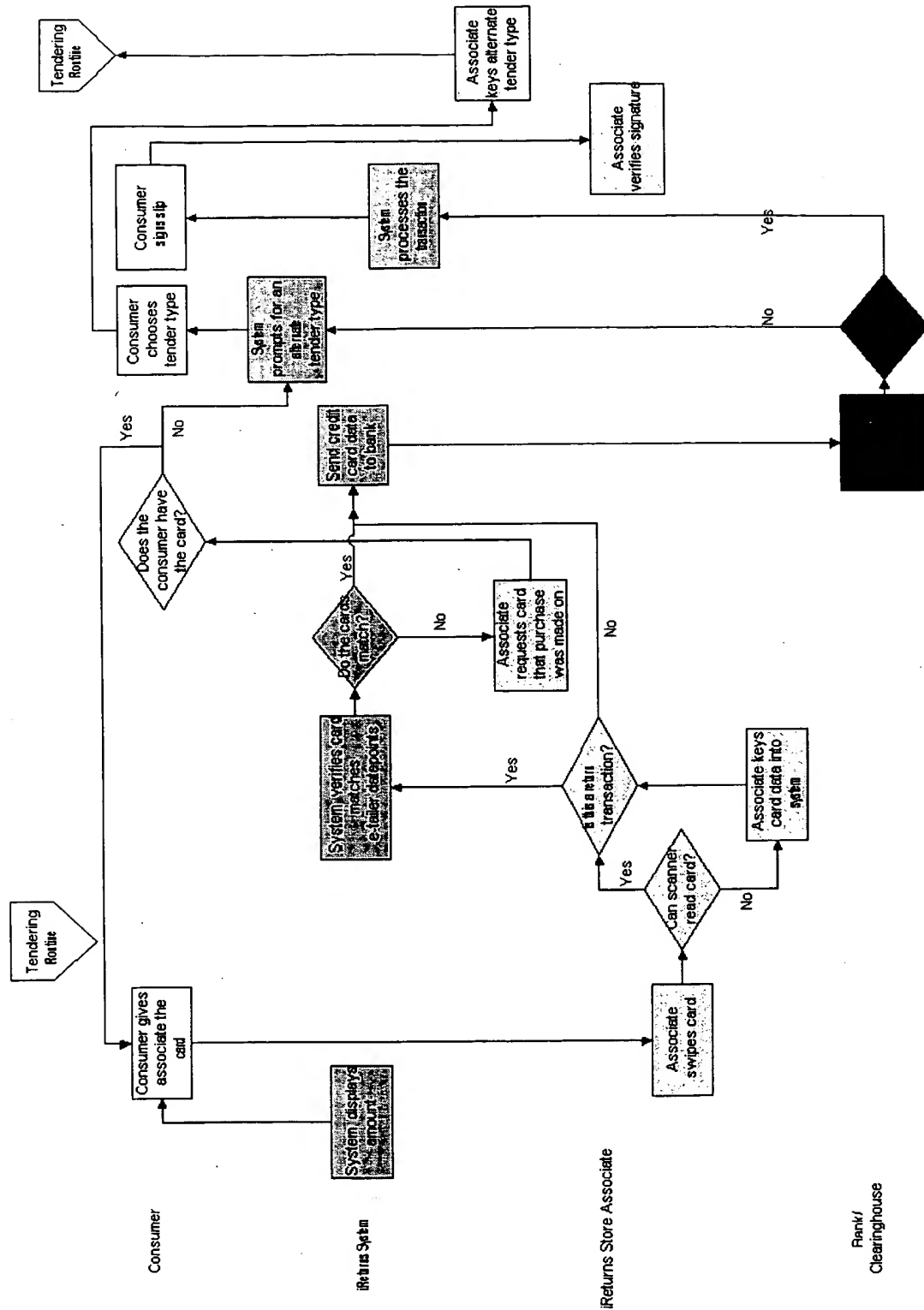


FIG. 62

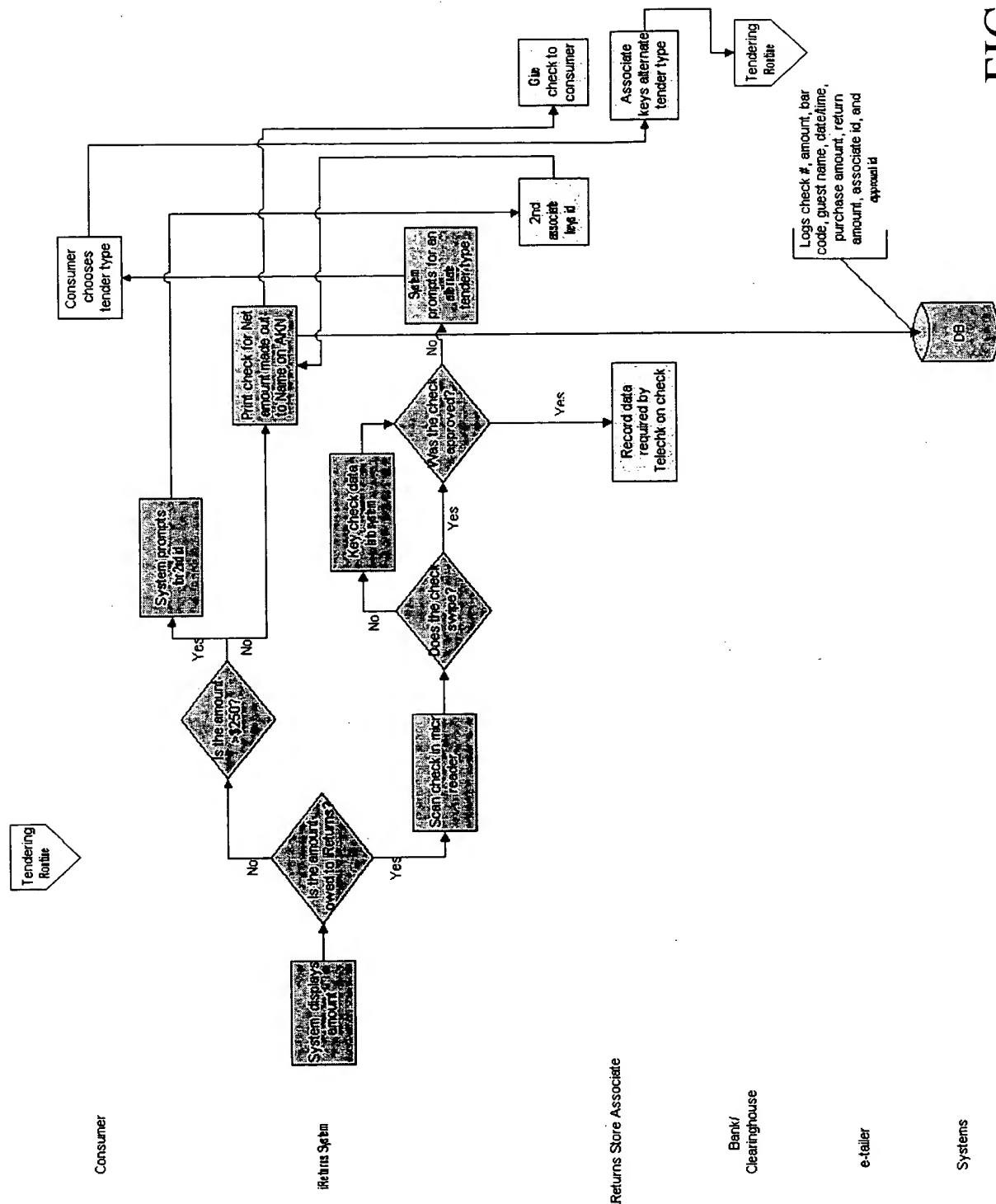


FIG. 63

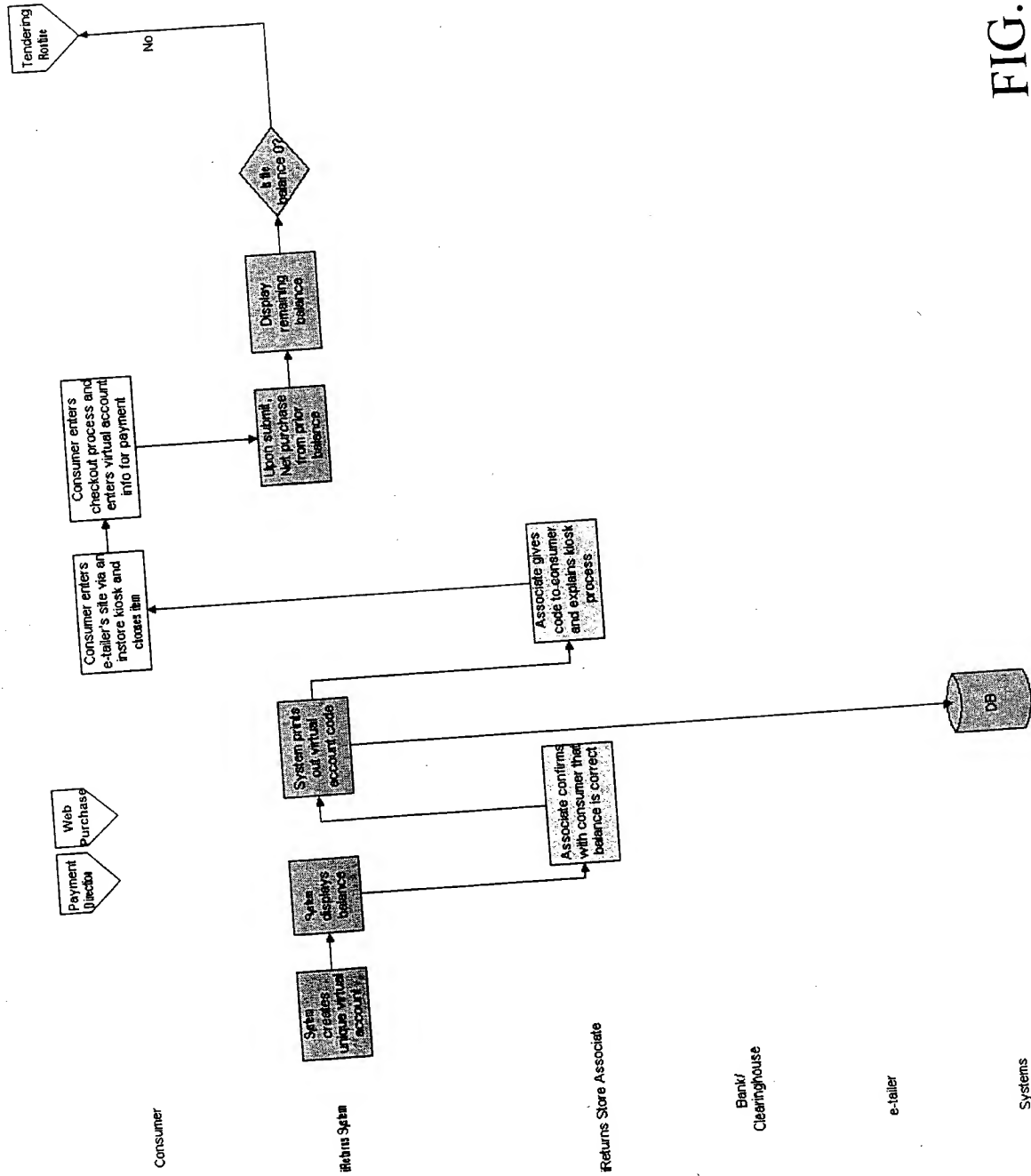


FIG. 64



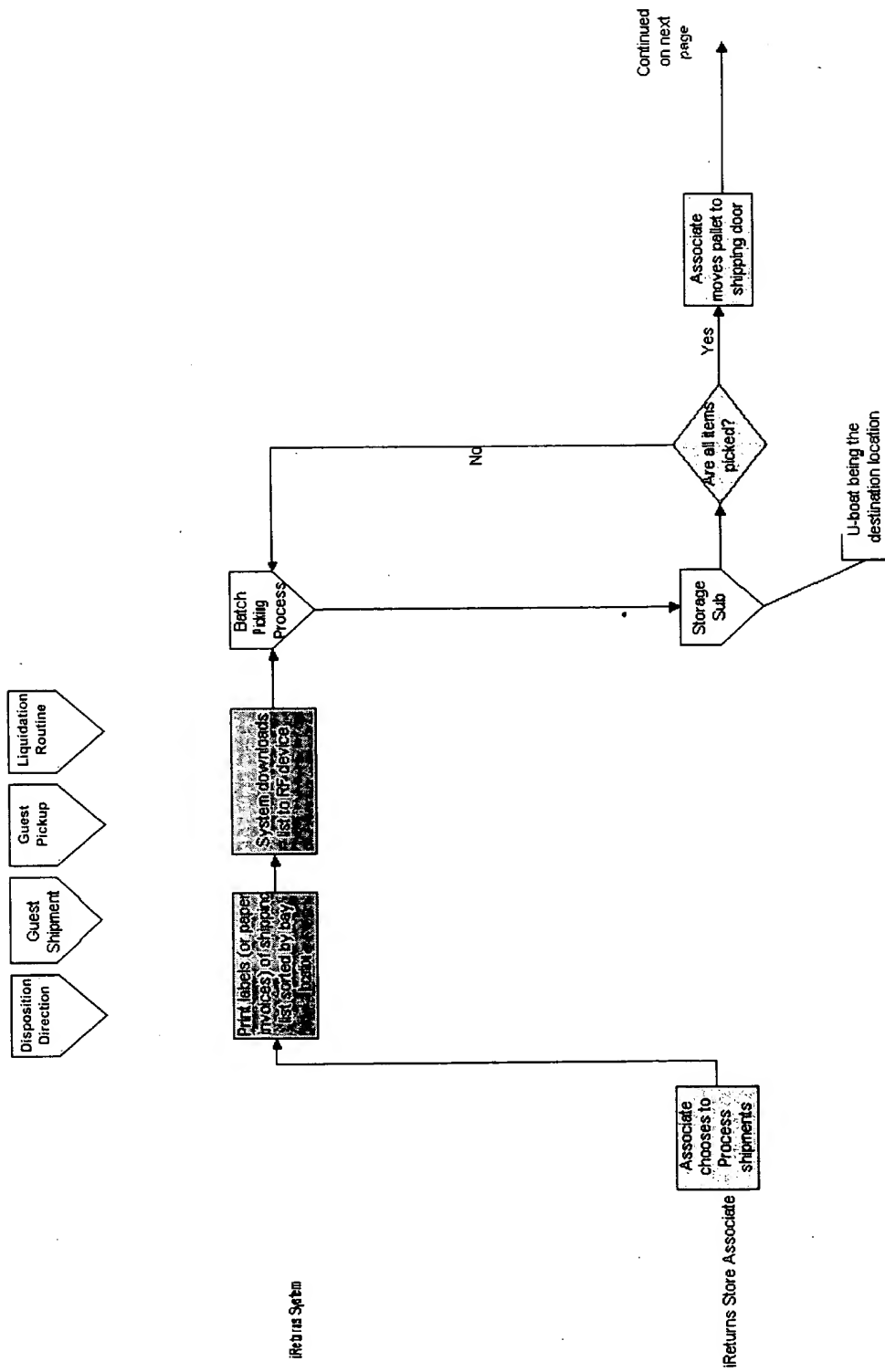
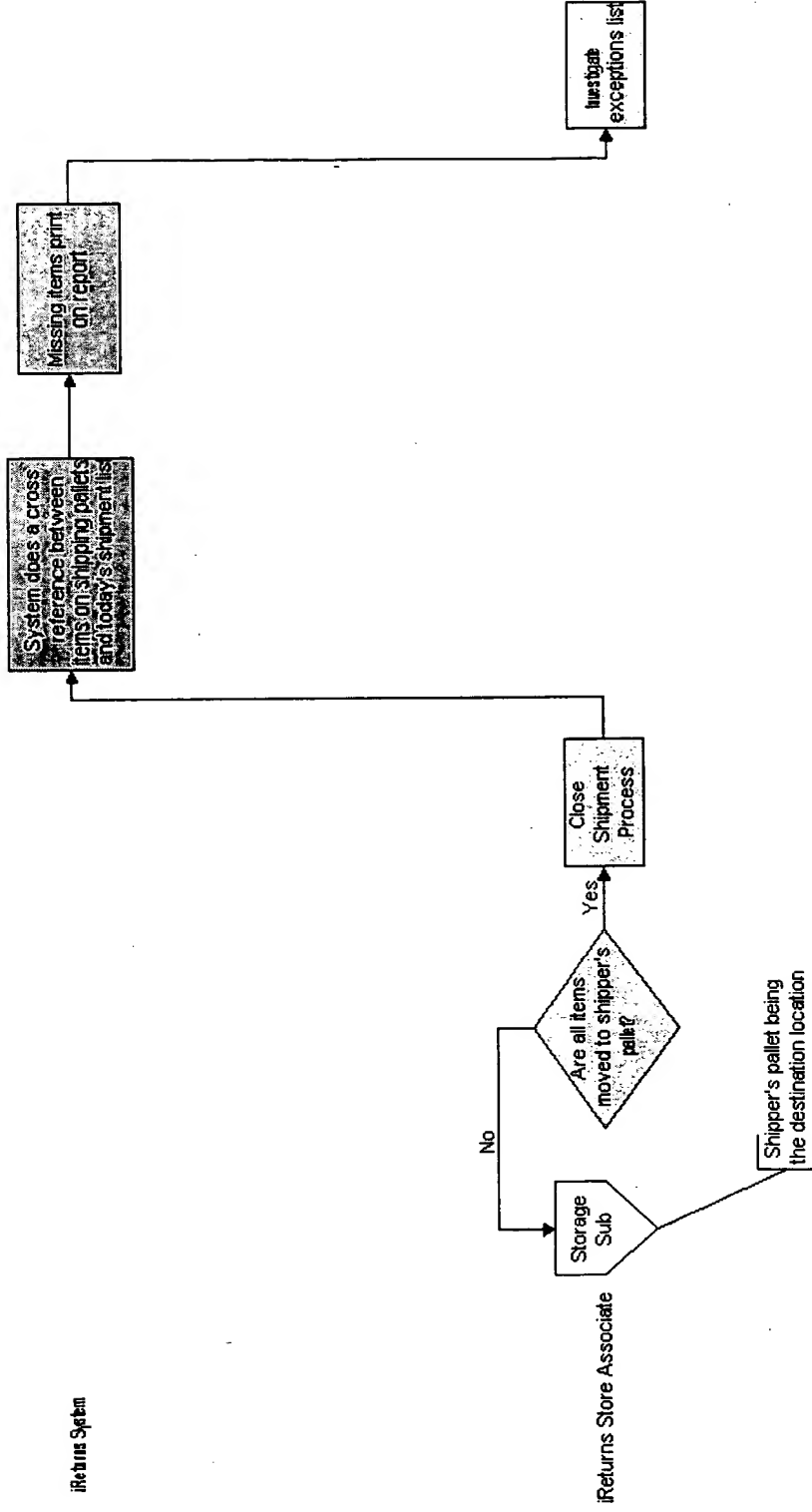


FIG. 65

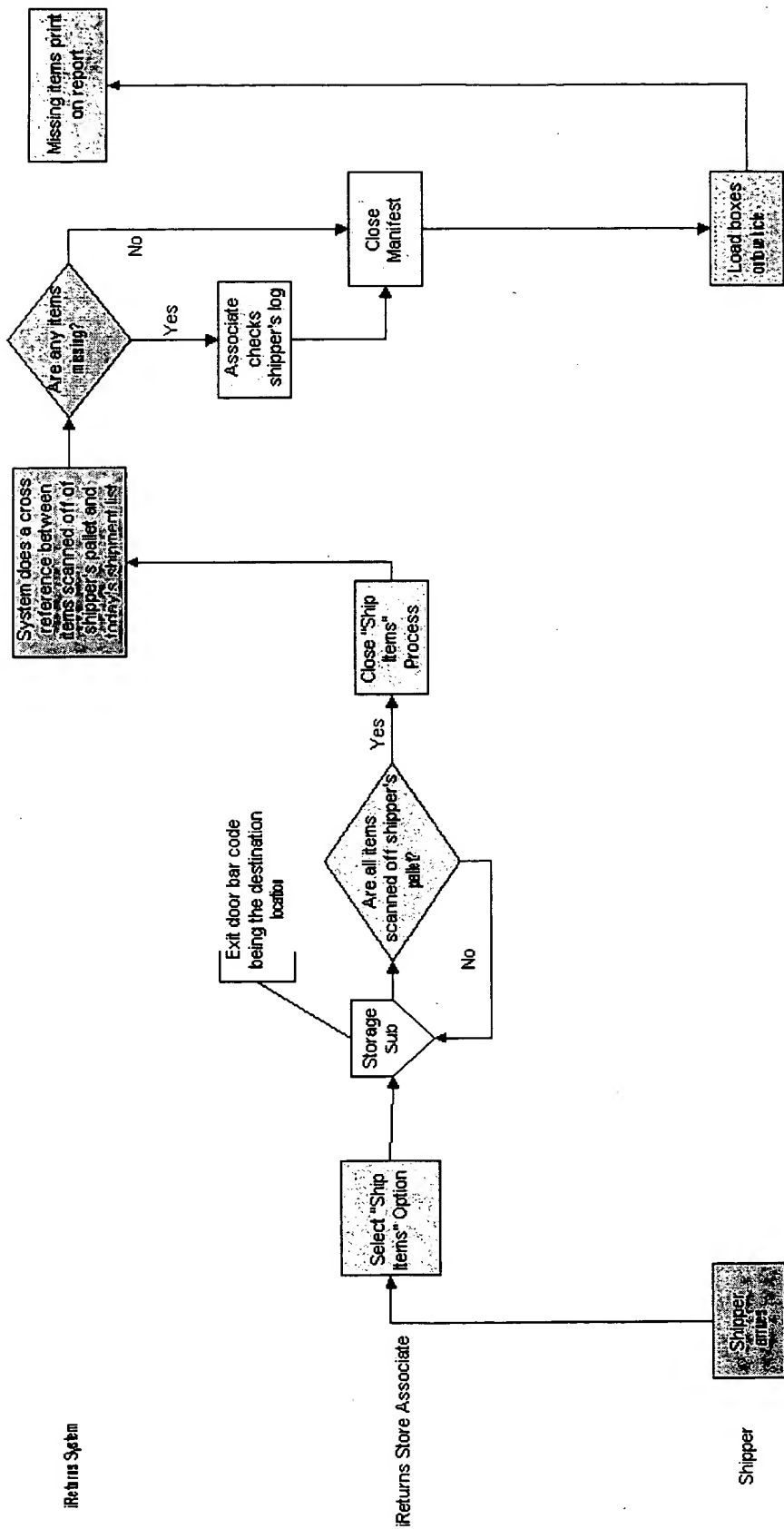
iReturns System



Continued  
on next  
page

Systems

FIG. 66



Systems

FIG. 67

6436301 5344360

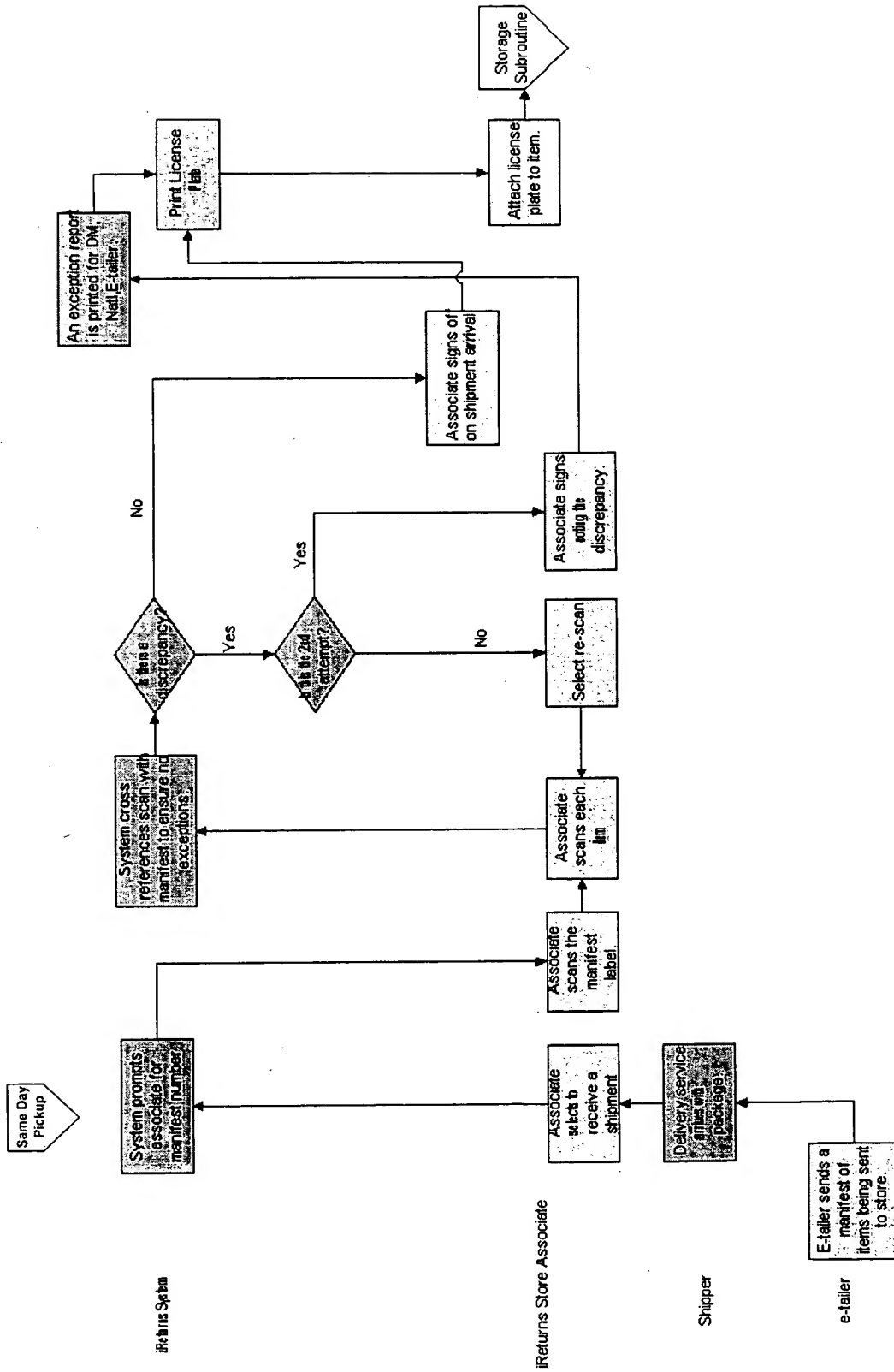
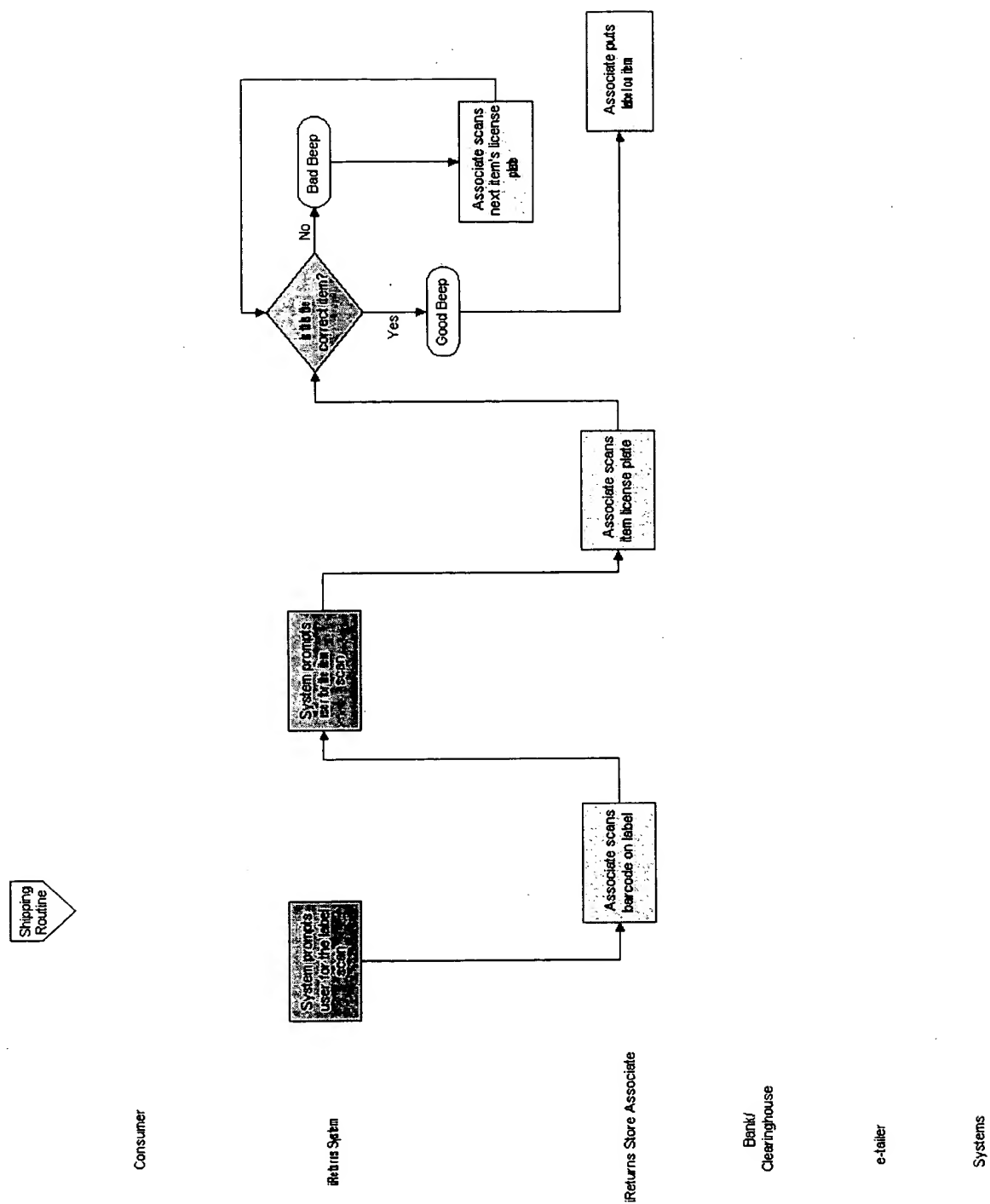


FIG. 68

Systems

	1970	1971	1972	1973	1974	1975	1976	1977	1978	1979	1980	1981	1982	1983	1984	1985	1986	1987	1988	1989	1990	1991	1992	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037	2038	2039	2040	2041	2042	2043	2044	2045	2046	2047	2048	2049	2050	2051	2052	2053	2054	2055	2056	2057	2058	2059	2060	2061	2062	2063	2064	2065	2066	2067	2068	2069	2070	2071	2072	2073	2074	2075	2076	2077	2078	2079	2080	2081	2082	2083	2084	2085	2086	2087	2088	2089	2090	2091	2092	2093	2094	2095	2096	2097	2098	2099	2100	2101	2102	2103	2104	2105	2106	2107	2108	2109	2110	2111	2112	2113	2114	2115	2116	2117	2118	2119	2120	2121	2122	2123	2124	2125	2126	2127	2128	2129	2130	2131	2132	2133	2134	2135	2136	2137	2138	2139	2140	2141	2142	2143	2144	2145	2146	2147	2148	2149	2150	2151	2152	2153	2154	2155	2156	2157	2158	2159	2160	2161	2162	2163	2164	2165	2166	2167	2168	2169	2170	2171	2172	2173	2174	2175	2176	2177	2178	2179	2180	2181	2182	2183	2184	2185	2186	2187	2188	2189	2190	2191	2192	2193	2194	2195	2196	2197	2198	2199	2200	2201	2202	2203	2204	2205	2206	2207	2208	2209	2210	2211	2212	2213	2214	2215	2216	2217	2218	2219	2220	2221	2222	2223	2224	2225	2226	2227	2228	2229	2230	2231	2232	2233	2234	2235	2236	2237	2238	2239	2240	2241	2242	2243	2244	2245	2246	2247	2248	2249	2250	2251	2252	2253	2254	2255	2256	2257	2258	2259	2260	2261	2262	2263	2264	2265	2266	2267	2268	2269	2270	2271	2272	2273	2274	2275	2276	2277	2278	2279	2280	2281	2282	2283	2284	2285	2286	2287	2288	2289	2290	2291	2292	2293	2294	2295	2296	2297	2298	2299	2300	2301	2302	2303	2304	2305	2306	2307	2308	2309	2310	2311	2312	2313	2314	2315	2316	2317	2318	2319	2320	2321	2322	2323	2324	2325	2326	2327	2328	2329	2330	2331	2332	2333	2334	2335	2336	2337	2338	2339	2340	2341	2342	2343	2344	2345	2346	2347	2348	2349	2350	2351	2352	2353	2354	2355	2356	2357	2358	2359	2360	2361	2362	2363	2364	2365	2366	2367	2368	2369	2370	2371	2372	2373	2374	2375	2376	2377	2378	2379	2380	2381	2382	2383	2384	2385	2386	2387	2388	2389	2390	2391	2392	2393	2394	2395	2396	2397	2398	2399	2400	2401	2402	2403	2404	2405	2406	2407	2408	2409	2410	2411	2412	2413	2414	2415	2416	2417	2418	2419	2420	2421	2422	2
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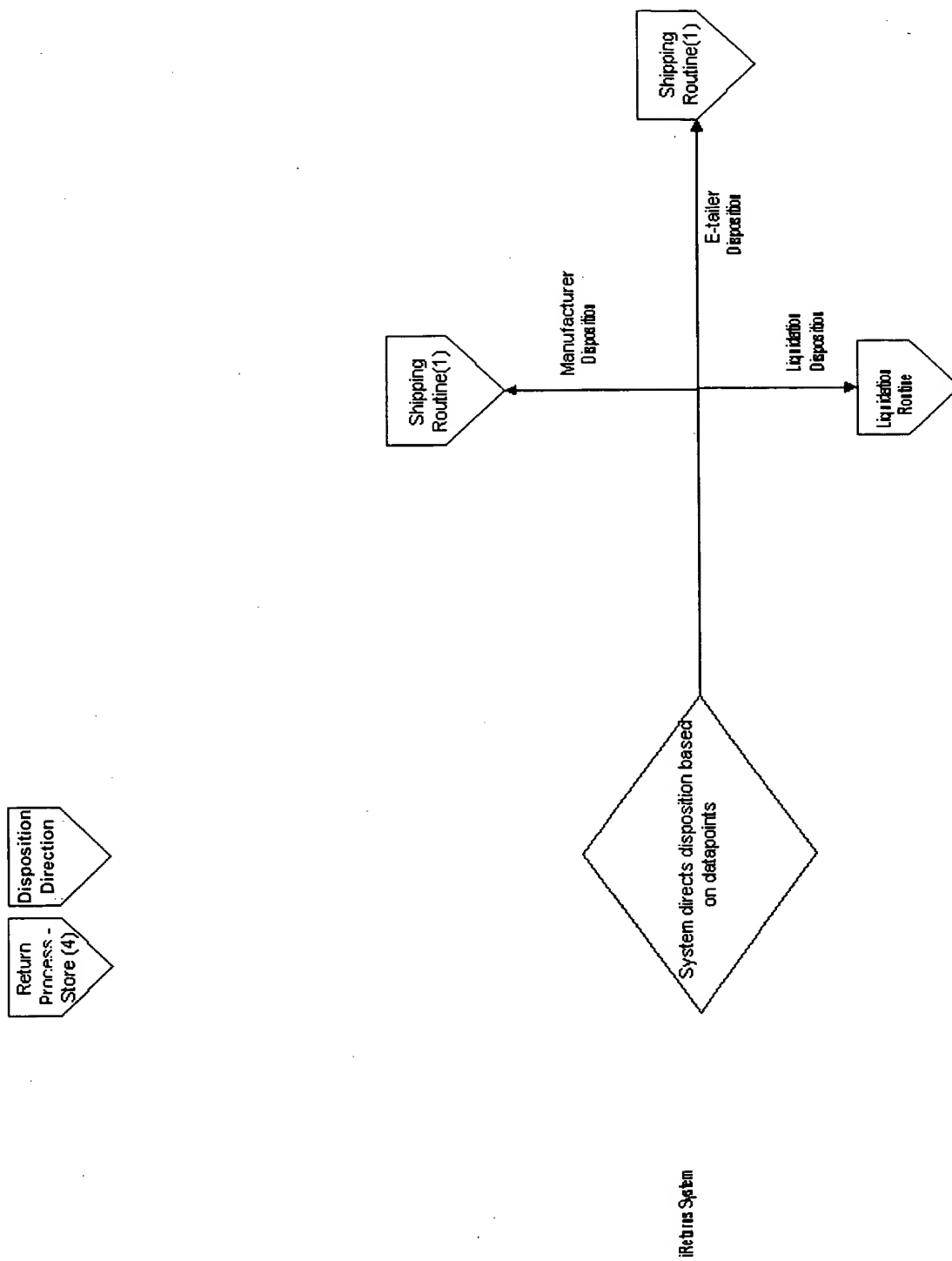


FIG. 70

[illegible]

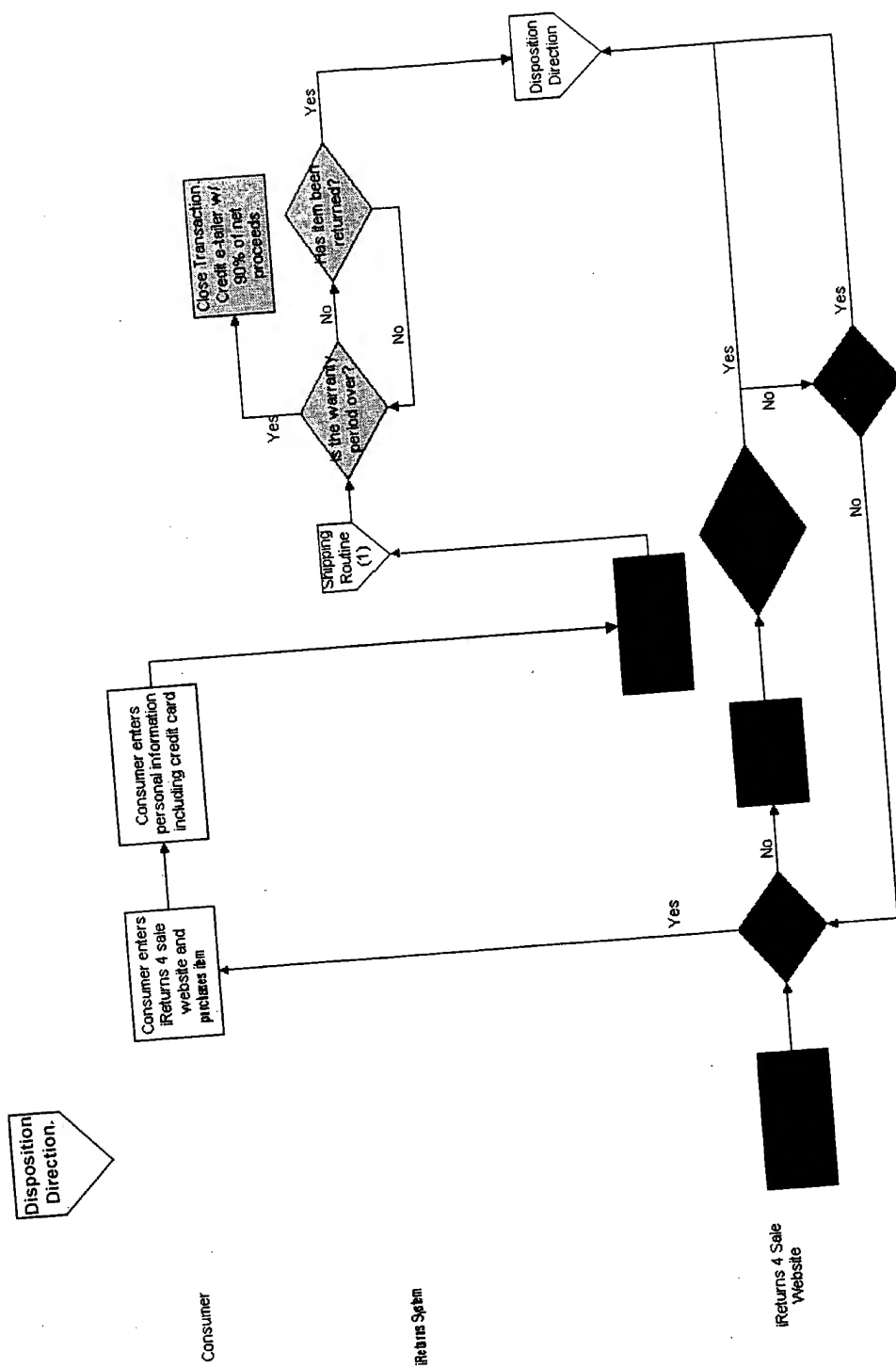


FIG. 72



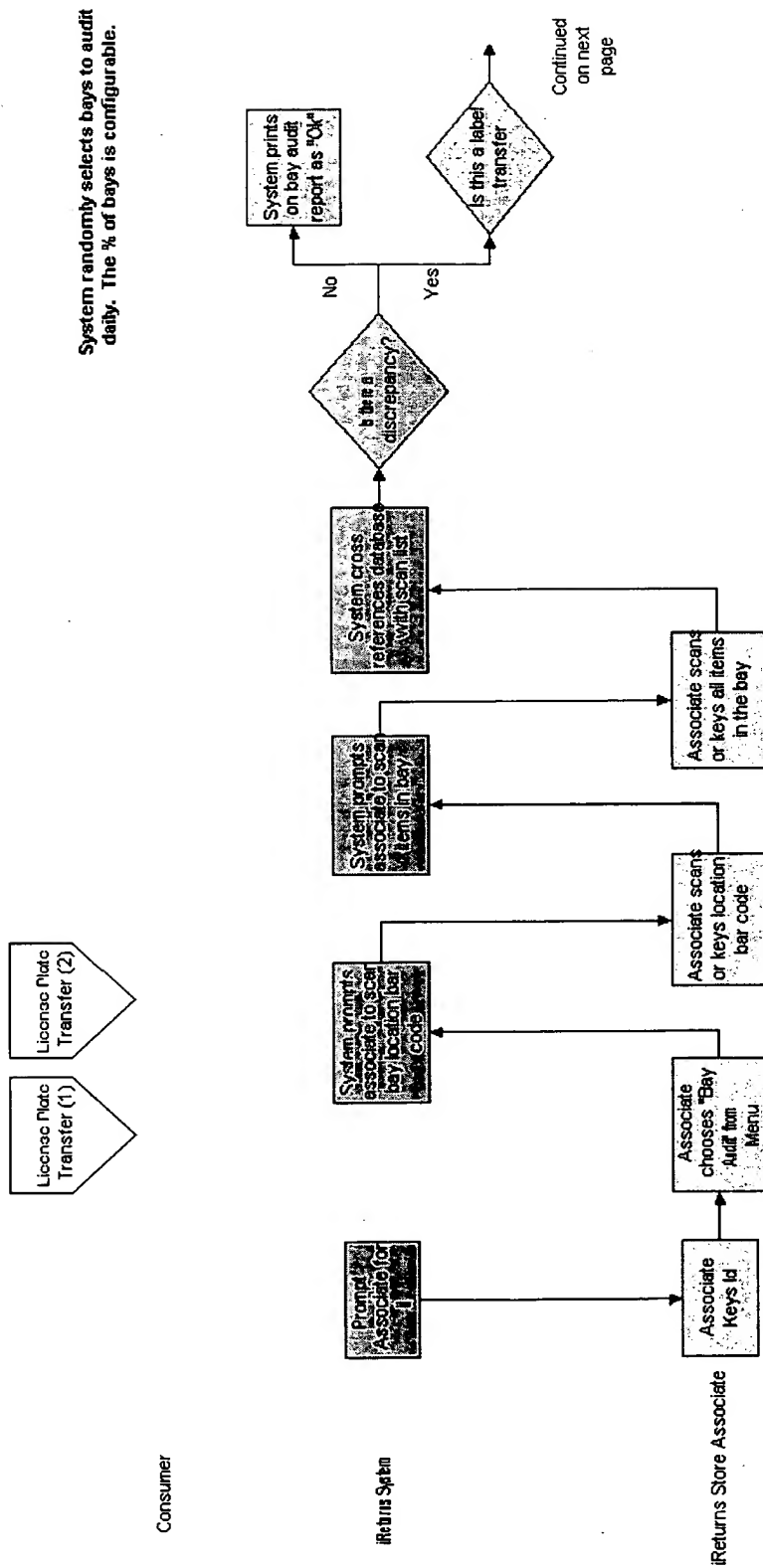


FIG. 73

103250 554366

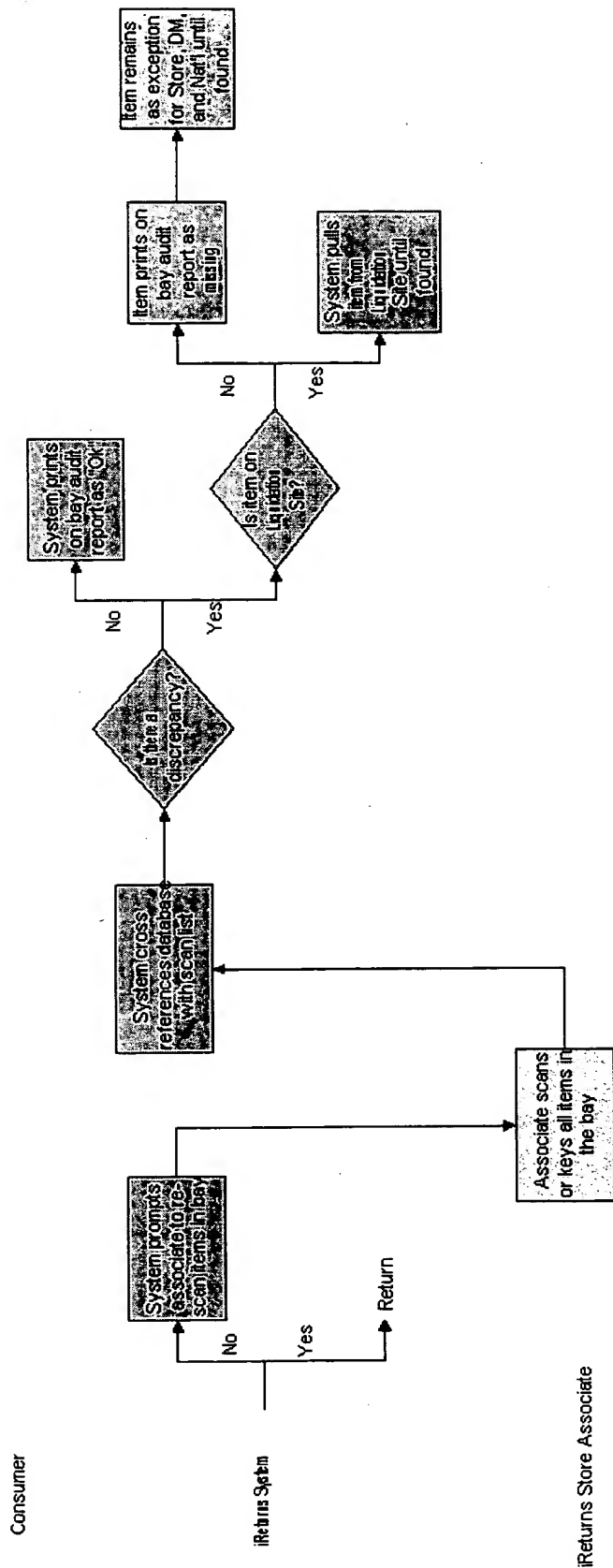


FIG. 74

**iRebus System**



FIG. 75

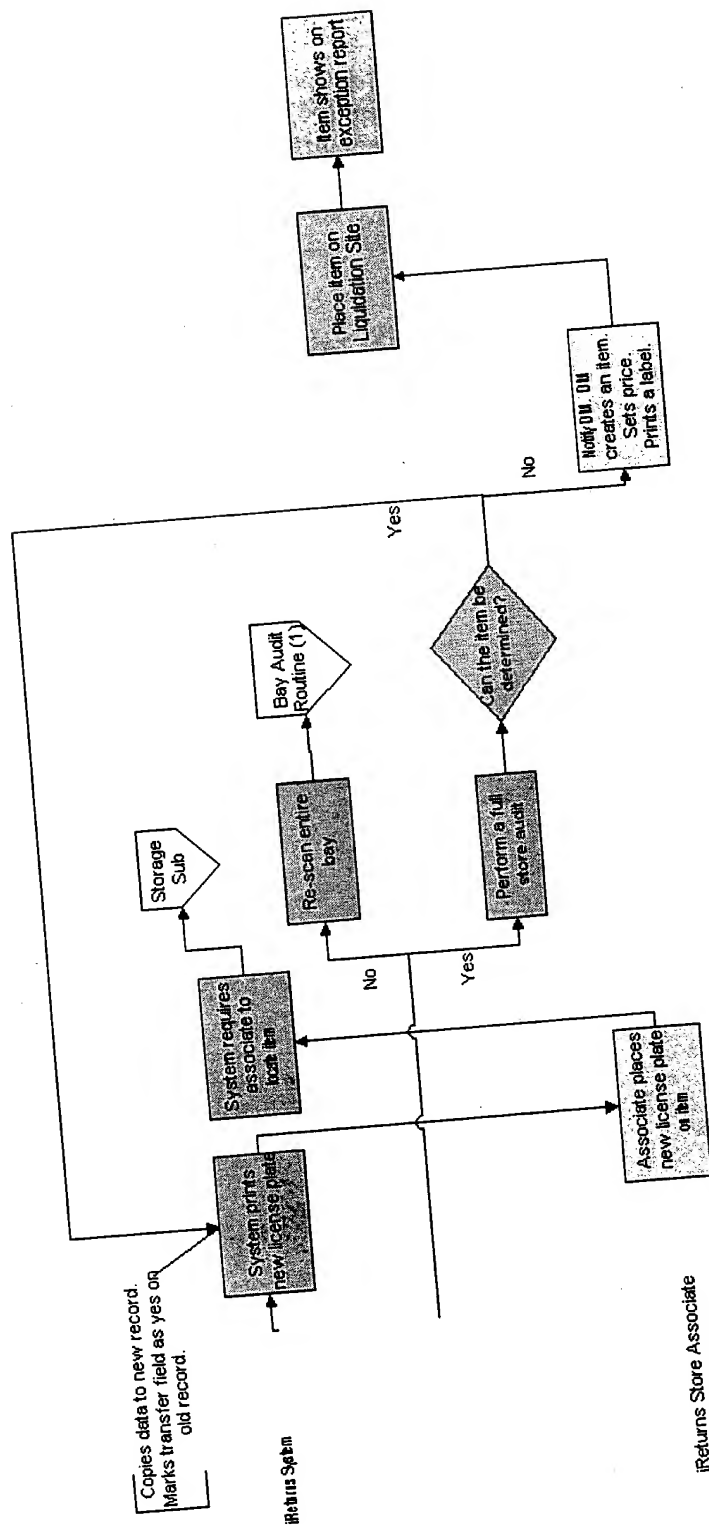


FIG. 76

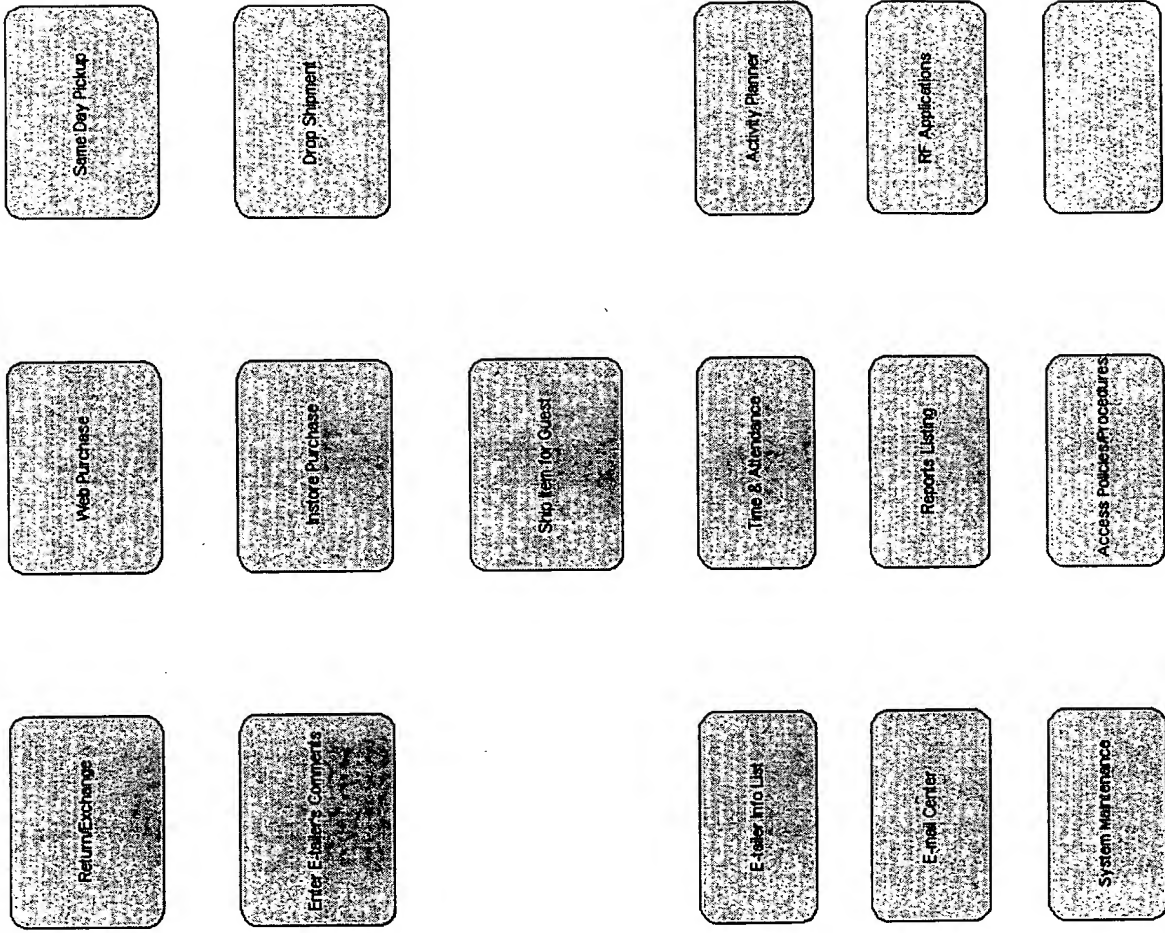


FIG. 77

RF Application Menu

## RF Application Menu

- (1) Relocate Merchandise
- (2) Shipping Procedure
- (3) Bay Audits
- (4) Label Transfer
- (5) Take-in Direct Shipments

FIG. 78

## Enter guest Information

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Address 1: \_\_\_\_\_

Zip Code: \_\_\_\_\_

City: \_\_\_\_\_  
Fill-in Based on Zip Code

Amount of Transaction: \$ \_\_\_\_\_

☐ Check

☐ Cash

☐ Credit Card

☐ Gift Certificate

☐ Other \_\_\_\_\_

Submit

FIG. 79


1199500 531-15360

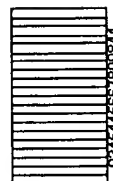
Date of Issue: 7/1/2000  
E-tailer Name: Amazon  
Customer Name: Lance Casler  
Customer Address: 23 Pershing Avenue  
Ridgewood, NJ 07450  
Item Description: Sony Camcorder  
Item Returned: SonyCam Model #0128384774  
Amount of Return: \$500.00

**\*\*You must bring this form with the following items by 1/2/2001\*\***

Terms of Return:

1. Camcorder
2. Bag
3. Strap
4. Battery
5. Lenze Cover

IF iReturns IN CITY	IF iReturns NOT IN CITY
<p>iReturns location: <u>90 Painters Mill Rd</u> <u>Suite 2000</u> <u>Owings Mills, MD</u> <u>21117</u></p> <p>Returns Phone #: <u>(410)455-2338</u></p> <p>iReturns Hours: <u>9 AM to 10PM</u></p> <p>Driving Directions:</p>  <p>Take I-95S to I-695 W to 83 S.</p>	<p>PLEASE MAIL PRODUCT TO:</p> <p>90 Painters Mill Road Suite 2000 Owings Mills, MD 21117</p>



Authorization #: 39488588392020

FIG. 80




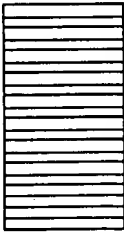
<p>Ship From: iReturns.com Inc. Store 1122333 90 Painters Mill Rd Suite 200 Owings Mills, MD 21117</p>	<p>Ship To: Lance Casler 23 Pershing Ave Ridgewood, NJ 07452</p>	<p>UPS Bar Code</p>  <p>2345699843218849</p>
 <p>0345445667899844</p>	<p>iReturns License Plate</p>	
<p>Item Name: Harry Potter and the Chamber of Secrets</p>	<p>Item Description: Book</p>	
<p>Shipper: UPS</p>	<p>Location: AO1</p>	

FIG. 81

605650" 5564360

iReturns.com Inc.  
90 Painters Mill Rd  
Suite 200  
Owings Mills, MD 21117

Returns:		
0222222	VCR	\$150.00
2399044	Book	\$ 15.00
<b>Total</b>		<b>\$165.00</b>
Purchases:		
2393900	Tape	\$ 3.50
3489939	Box	\$ 5.25
<b>Total</b>		<b>\$ 8.75</b>

FIG. 82

Please check that you have all of the items required by your e-tailer in order to process your return.

<u>Items:</u>	<u>Have:</u>	<u>Missing:</u>
Camcorder	<input type="checkbox"/>	<input type="checkbox"/>
Bag	<input type="checkbox"/>	<input type="checkbox"/>
Strap	<input type="checkbox"/>	<input type="checkbox"/>
Battery	<input type="checkbox"/>	<input type="checkbox"/>
Lense Cover	<input type="checkbox"/>	<input type="checkbox"/>

FIG. 83

Store Number: 1122333

## = Type of Store

### = Region

### = Store

License Plate: aaaaabbbbbbbcccc

a = e-tailer

$$b = \text{date (mm/dd/yy)}$$

```
c = item #
```

FIG. 84

First Name  
 Last Name  
 Phone #  
 E-tailer Name  
 E-tailer ID  
 E-tailer Authorization #  
 E-tailer Contact #  
 E-tailer Contact Name  
 RMA # (Return Manufacturer Authorization #)  
 Length of Acceptable Return  
 Customer Service #  
 Intrusive or nonintrusive e-tailer  
 Credit Card # - (1)  
 Credit Card type - (1)  
 Credit Card Expiration Date - (1)  
 Item Description - (1)  
 Item Manufacturer - (1)  
 Item Serial # - (1)  
 Item Cube - (1)  
 Item Weight - (1)  
 Item Dimensions - (1)  
 Item Special Handling Instructions - (1)  
 Item Purchase Price w/out Tax - (1)  
 Item Purchase Price w/ Tax - (1)  
 Item Return Price w/out Tax - (1)  
 Item Return Price w/ Tax - (1)  
 Reason for Return - (1)  
 Image of Item - (1)  
 Insurance requirements for shipping - (1)  
 Terms for a valid return - (1)  
 SKU # - (1)  
 Exchange Item - (1)  
 Exchange Item Price - (1)  
 Exchange Item Manufacturer - (1)  
 Exchange Item Serial # - (1)  
 Exchange Item SKU # - (1)  
 Primary Disposition Type - (1)  
 Primary Disposition Street Address - (1)  
 Primary Disposition City - (1)  
 Primary Disposition State - (1)  
 Primary Disposition Zip Code - (1)  
 Secondary Disposition Type - (1)  
 Secondary Disposition Street Address - (1)  
 Secondary Disposition City - (1)  
 Secondary Disposition State - (1)  
 Secondary Disposition Zip Code - (1)  
 Ultimate Disposition Type - (1)  
 Ultimate Disposition Street Address - (1)  
 Ultimate Disposition City - (1)  
 Ultimate Disposition State - (1)  
 Ultimate Disposition Zip Code - (1)  
 Manufacturer Warranty - (1)  
 E-tailer credit request or Return Authorization # (1)

FIG. 85

Credit Card # - (2)  
 Credit Card type - (2)  
 Credit Card Expiration Date - (2)  
 Item Description - (2)  
 Item Manufacturer - (2)  
 Item Serial # - (2)  
 Item Cube - (2)  
 Item Weight - (2)  
 Item Dimensions - (2)  
 Item Special Handling Instructions - (2)  
 Item Purchase Price w/out Tax - (2)  
 Item Purchase Price w/ Tax - (2)  
 Item Return Price w/out Tax - (2)  
 Item Return Price w/ Tax - (2)  
 Reason for Return - (2)  
 Image of Item - (2)  
 Insurance requirements for shipping - (2)  
 Terms for a valid return - (2)  
 SKU # - (2)  
 Exchange Item - (2)  
 Exchange Item Price - (2)  
 Exchange Item Manufacturer - (2)  
 Exchange Item Serial # - (2)  
 Exchange Item SKU # - (2)  
 Primary Disposition Type - (2)  
 Primary Disposition: Street Address - (2)  
 Primary Disposition: City - (2)  
 Primary Disposition: State - (2)  
 Primary Disposition: Zip Code - (2)  
 Secondary Disposition Type - (2)  
 Secondary Disposition: Street Address - (2)  
 Secondary Disposition: City - (2)  
 Secondary Disposition: State - (2)  
 Secondary Disposition: Zip Code - (2)  
 Ultimate Disposition Type - (2)  
 Ultimate Disposition: Street Address - (2)  
 Ultimate Disposition: City - (2)  
 Ultimate Disposition: State - (2)  
 Ultimate Disposition: Zip Code - (2)  
 Manufacturer Warranty - (2)  
 E-tailer credit request or Return Authorization # (2)  
 Bill To Street Address  
 Bill To City  
 Bill To State  
 Bill To Zip

FIG. 86

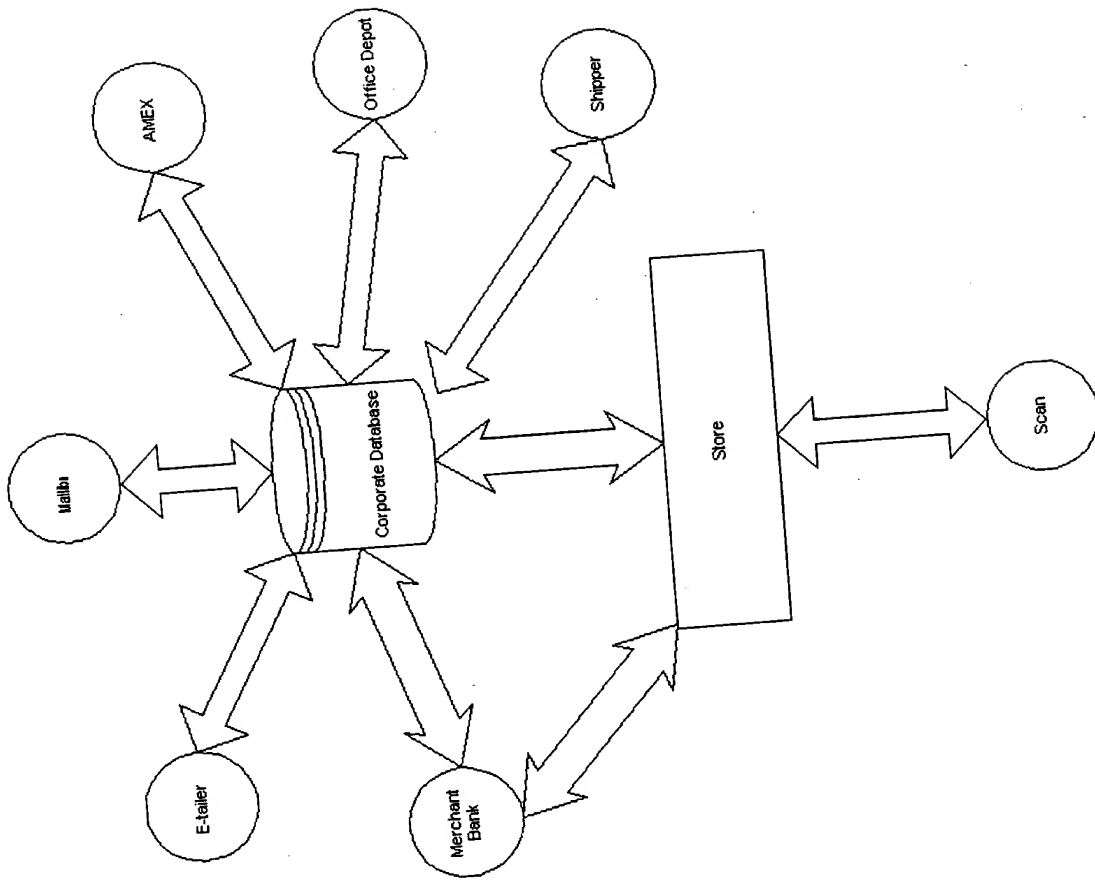


FIG. 87

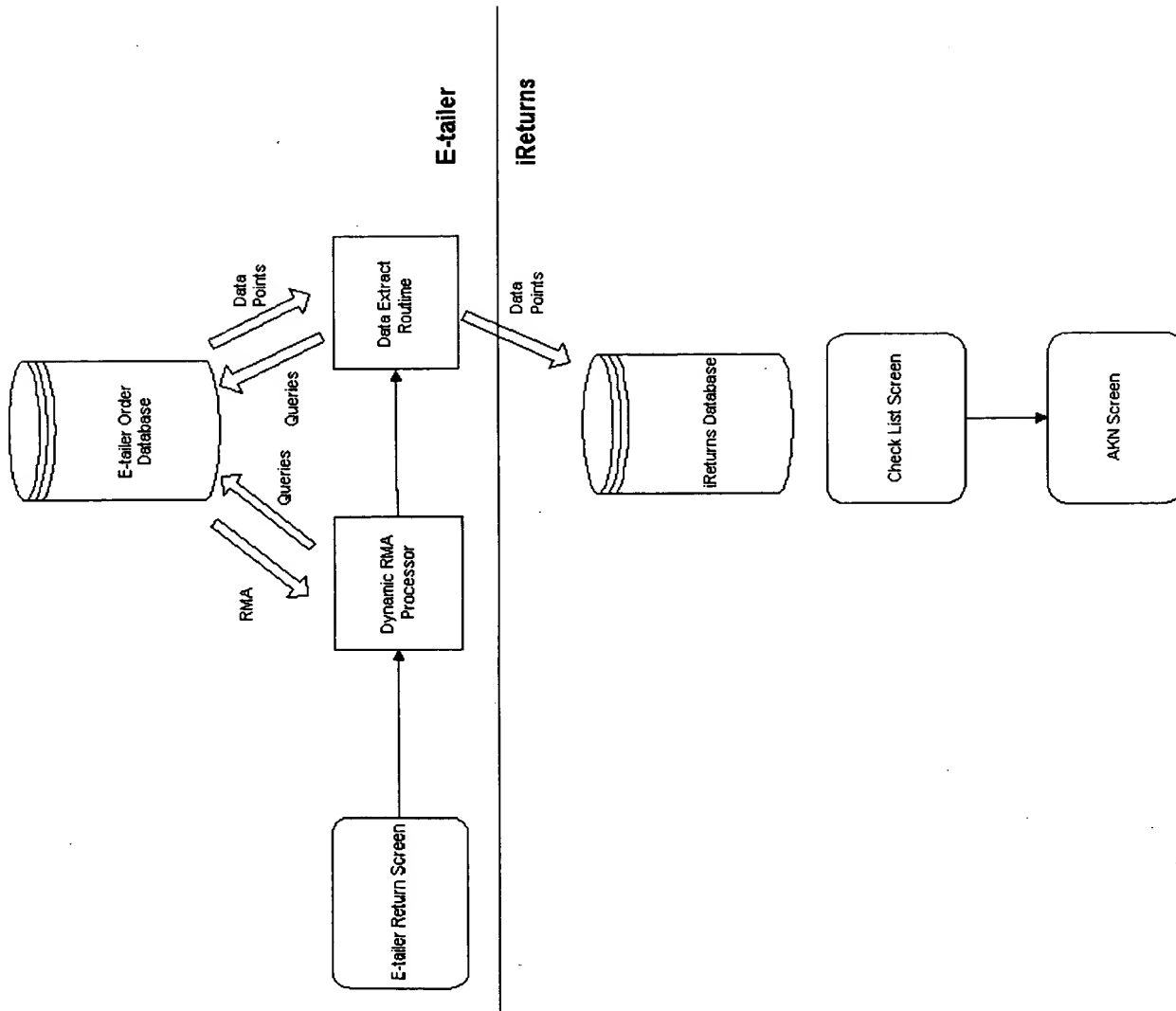


FIG. 88



- (1) Guest on our Website
- (2) Guest Fills out return form
- (3) Tell them we will get back to them in a week
- (4) Send info to E-tailer
- (5) E-tailer Reviews Return (approve/decline)
- (6) E-tailer sends info to guest and us.
- (7) Guest brings to iReturns

FIG. 89